



FIND A PRIMARY CARE PROVIDER

The find A Primary Care Provider service connects Yukoners with a family doctor who's accepting patients. This service is available to Yukon residents living in Whitehorse and the surrounding areas who:

- have a valid Yukon Health Care Insurance Plan (YHCIP);
- are 16 years old or older; and
- do not have a family doctor or nurse practitioner.

An adult can enroll their partner and a parent or guardian can enroll their dependants (under the age of 19) into the program if they live at the same address.

Registering together ensures families are matched with the same family doctor or nurse practitioner.

Starting the match process

- Ensure that the address on your Yukon Health Care Insurance Plan card is correct.
- Contact Insured Health Services to update your information if needed.
- When you're registering a family member, make sure you have the authorization to consent to the collection and the use and disclosure of their personal health information where required.
- Have all Yukon Health Care Insurance Plan card information ready.
- Phone Insured Health Services 867-667-5209 to register a dependent adult.

Apply to be matched with a doctor			
YHCIP number	Date of birth YYYY/MM/DD	Last name	Given name(s)
Spouse			
YHCIP number	Date of birth YYYY/MM/DD	Last name	Given name(s)
Dependent(s)			
YHCIP number	Date of birth YYYY/MM/DD	Last name	Given name(s)
Dependent(s)			
YHCIP number	Date of birth YYYY/MM/DD	Last name	Given name(s)
Dependent(s)			
YHCIP number	Date of birth YYYY/MM/DD	Last name	Given name(s)

Signature

Date

You will not be able to choose a family doctor or nurse practitioner based on:

- the doctor's age;
- gender;
- clinic location;
- language; or
- any other criteria.

All matches are generated randomly.

Once you're registered, the wait time before you're matched with a doctor or nurse practitioner depends on:

- how many doctors or nurse practitioner have signed up to take new patients; and
- how many people are looking for a match.

Once matched, we will notify you and your matched doctor or nurse practitioner by mail. Family members will each receive a letter in the same envelope.

It's important to bring the letter for your first appointment with your doctor or nurse practitioner. You or your family member can decline the match by signing up again for a new match.

What happens to my personal information?

Your personal information will be used by Insured Health Services to:

- validate your eligibility for the program;
- match you with a family doctor or nurse practitioner; and
- notify you of the match.

Statistical and non-identifiable data will be used to help us evaluate the service. We may share it with our partners.

Contact Insured Health Services

For questions, assistance in enrolling or to update your Yukon Health Care Insurance Plan card information, email yukon.healthcare@yukon.ca or phone 867-667-5209, toll-free in Yukon 1-800-661-0408, extension 5209.

Hours: Monday to Friday, 8:30 am to 5:00 pm