



CVFP

Patient Guide



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Welcome to CVFP

01

Where to

Find our Clinic: #210,
600 Crowfoot Crescent
NW Calgary, Alberta



Your Health Home

Crowfoot Village Family Practice (CVFP) partners with patients to deliver team-based, comprehensive health care.

CVFP is a teaching clinic. You may be seen by a medical student or a family medicine resident.

Clinic Hours

Monday to Friday: 8:00am to 5:00pm
Saturdays, Sundays, Statutory Holidays:
CLOSED



Your Health Information: Access & Privacy

Your health information is collected and protected under Alberta's Health Information Act (HIA). HIA strikes a balance between the protection of privacy and enabling the appropriate amount of information sharing to provide health services. Questions regarding the access/privacy of your health information should be directed to: **CVFP Privacy Officer at 403-208-0722, ext 549.**



Appointments

Appointments can be made by contacting your Health Team.

We know that life happens and sometimes appointments need to be cancelled or rescheduled. Ideally, we would appreciate a 24-hour notice. We understand that this is not always possible, however, it does allow us to free up your visit time for another patient.

When you arrive for your appointment, please check in with reception.



Communicating with Your Health Team

Enhancing your access to care is important to us, so we offer options to communicate with your Health Team:

- 1) Direct dial to your Health Team** (see *Appendix C* for contact numbers)
- 2) Brightsquad secure email** (see *Appendix A* to create an account)

How to

Learn More about CVFP:
go to cvfp.com or find us
on Facebook @CVFPclinic

What if I need care and my doctor or Nurse Practitioner (NP) is unavailable or the clinic is closed?

Your care is delivered by an integrated Health Team. While we always try to book you with your own doctor or NP, if they are not available and you have an urgent care need, any one of the doctors from within your Health Team may see you.

When CVFP is closed, you can access an After-Hours Clinic (located in NW Calgary) by calling 811. A nurse will discuss your health concerns and help you to book an appointment. You will not be required to wait as you would for a Walk-in Clinic. Your CVFP doctor will receive a report after your visit and will facilitate any follow up.

What are my options to discuss concerns relating to my care?

CVFP is working with our Patient Experience Partner network to co-design processes for patient feedback. We want to hear what you have to say so we can better understand what we're doing right and what we can do better, including:

- Concerns about your care
- Suggestions to improve health services

What services are uninsured and how do I pay for these?

CVFP is publicly funded by the provincial government and you do not pay for the cost of routine medical care. CVFP does charge for services which are not covered by provincial health insurance. Fees for these uninsured services follow guidelines from the Alberta Medical Association, and include sick notes and insurance requests. CVFP offers one- and two-year subscription options to cover some of these services. [For more info click here.](#)

How do I use secure email to communicate with my Health Team?

You have the option to use a Secure Health Exchange by Brightsquid – an encrypted email program that allows you to communicate confidentially with your Health Team. Brightsquid looks and feels like regular email but meets Alberta's strict privacy legislation.

Brightsquid can be used to request or confirm appointments, receive requisitions and connect you to resources that support your health needs. See *Appendix A* to create an account.

Where to

Park when Visiting CVFP: free, accessible 3-hour parking is available in front of our building; vehicle registration is required

How does CVFP's funding model impact care delivery?

CVFP's care delivery is the foundation of our Health Home. Care delivery is based on integrated Health Teams working together to know patients best and to provide thorough and comprehensive patient-partnered care. CVFP's unique funding model supports our high standard of care.

CVFP is funded differently than other fee-for-service clinics. We receive yearly block funding from Alberta Health to care for each patient. The funding amount stays the same no matter how often a patient is seen or whether they see a doctor, pharmacist or other health team provider. CVFP has been funded under this unique model for more than two decades.

Do I get to choose my doctor when I am accepted as a new patient?

Due to the high demand for primary health services, our clinic has created a waitlist system for enrolling new patients. Once you have moved to the top of the waitlist, CVFP will partner you with a doctor who is accepting new patients. You will then be invited for a first appointment to meet with your new doctor and to learn more about CVFP.

How do I access other health providers within CVFP?

CVFP's integrated Health Team includes Pharmacists, Respiratory Educators, a Health Management Nurse and a Behavioural Health Consultant. CVFP also has a Nurse Practitioner who specializes in women's health. Care from these health providers is by referral from your CVFP doctor.

How is CVFP partnering with patients?

CVFP's Health Team is partnering with patients to include their experiences in shaping all aspects of our clinic. Recent partnership projects include:

- Virtual care
- Patient communication (including this Patient Guide)
- Hypertension Initiative

Our 150+ Patient Experience Partner (PEP) squad bring their expertise and knowledge to inform the best possible delivery of clinic operations and services.

PROVIDER	ROLE
Family Physicians	CVFP physicians are your care specialists. They lead 5 integrated Health Teams that work together to provide the best possible care outcomes for all patients.
Nurse Practitioner	Our NP manages the care of patients within their practice including diagnosing medical conditions, writing prescriptions, ordering diagnostic tests and referring to specialists. They also see CVFP physicians' patients for women's health.
Physician Assistant	PAs work in the clinic setting alongside CVFP physicians. They function very much like a family doctor would – they assess patients, order and interpret labs and imaging, diagnose and create treatment plans, provide patient education, prescribe medication, and perform in-office procedures. PAs work on behalf of their supervising physicians and are often thought of as extensions of the physicians.
Family Medicine Residents	CVFP Residents are physicians working towards a specialization in family medicine. They work with patients under the supervision of your family physician for two years, with increasing independence. Many of our physicians completed their residency at CVFP.
Specialty Health Team	Our Pharmacists, Respiratory Educators, Health Management Nurse and Behavioural Health Consultant are part of CVFP's integrated Health Teams. Care from these specialists is provided by referral from your CVFP physician.

PROVIDER	ROLE
Nursing Team	Registered Nurses work with your physician as part of your integrated Health Team. They may be part of your in-person appointment, and they may also call you to review results, complete health teaching or talk to you about symptoms you have. Our Triage Nurse team sees patients in clinic for various procedures and injections, as well as calls patients who are experiencing certain symptoms.
Medical Students	Medical Students are training to be doctors and some may become family physicians or specialists. They cannot learn to be doctors without you. Students work with CVFP patients under the direct supervision of our physicians.
Medical Office Assistants	Medical Office Assistants support CVFP physicians and other care professionals within their integrated Health Teams. They are often the first point of contact for patients and are central to the flow of care within teams.
Privacy Officer	Our Privacy Officer is responsible for the protection of privacy and health information in compliance with Alberta's Health Information Act. They oversee the clinic's privacy and security efforts, ensuring compliance.
Leadership Team	Under the guidance of Dr. Janet Reynolds, Medical Director and Shauna Thome, Executive Director, the Leadership Team, with support from a strong administrative group, oversees CVFP's clinic operations as well as its mission, vision and values.

CVFP Patient Forms



**Affiliation
form**



**Consent
form**



**Medical
History
form**

Health Tools: Information & Programs for Alberta Patients

MyHealth Alberta

The latest info on health conditions & healthy living. You can also register at [MyHealth Records](#) to receive lab results.

**Calgary Foothills
Primary Care Network**

Free virtual workshops & programs to help you better manage your physical & mental health.

**AHS Access
Mental Health**

Helping you find the info or service within the Calgary Zone that's right for you.

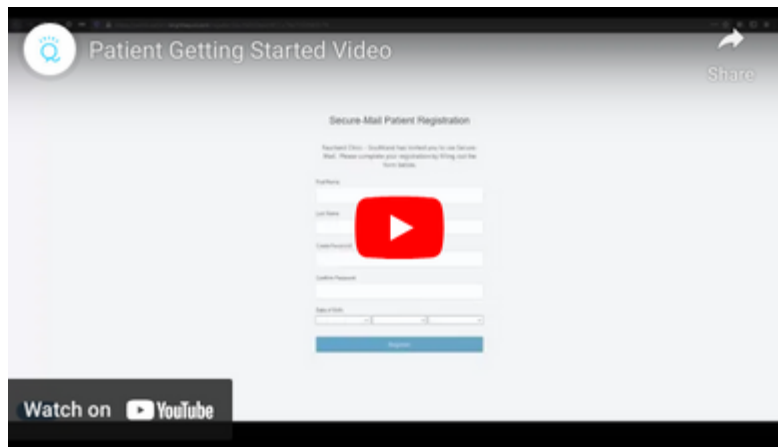


Committed to providing information, resources and support to families

**AHS Community
Education Services**

Live webinars & recorded presentations with info & best-practice strategies to support the development & mental health of a child or youth in your life.

How to Register your account (YouTube link)



How to Login to your account (Help page link)

Step 1: Go to <https://health.brightsquid.com/login> to access your account

Step 2: Enter your complete registered email address.

Welcome to Secure-Mail

Email

If you enter only your name, you will not be able to login.

Welcome to Secure-Mail

Email

Must be a valid email. Ex: john@doe.com

Step 3: Enter your password. Ensure that your Caps Lock is not on.

Password

Step 4: Click Login to open your Secure Mail inbox.

Login

[Forgot Password](#)

Dr. Ingunn Benediktsson joined CVFP in 2022. Dr. Benediktsson comes to medicine after a previous career in music. She completed a Bachelor and Master of Music Performance in Toronto, Ontario at the Royal Conservatory of Music before coming back to Calgary and completing a Bachelor of Health Sciences from the University of Calgary. She obtained her medical degree from the University of Calgary, and completed her residency training in Calgary, the majority of which was at CVFP as part of the Blue health team.

Dr. Chris Bockmuehl has been a physician with CVFP for fourteen years including various leadership roles. He attended High School in Vancouver and pursued premedical training at the University of British Columbia in Vancouver before completing MD studies in Calgary. After qualifying in Family Medicine with residency placements in Vancouver and Williams Lake, he worked in Burnaby for a year and then returned to Calgary. From 1995 until joining CVFP in 2007, Dr. Bockmuehl was in community practice in SW Calgary and provided inpatient medical and low risk obstetrical services at the Foothills Hospital. He is a Clinical Associate Professor at the University of Calgary and has previous experience as a Community Division Chief for the Calgary Regional Health Authority (now known as the Calgary Zone AHS) Department of Family Medicine.

Dr. Kelly Chang was raised in Toronto, Ontario. She completed a BMSc in Pathology and Toxicology at Western University prior to completing her Medical Degree at McGill University. She then decided to adventure to Western Canada and completed her Family Medicine residency at the University of Alberta in 2020. The Rocky Mountains drew her and her fiancé to Calgary a year later. She started as a locum at CVFP in the summer of 2021 and began her practice in the summer of 2023.

Dr. Julie Croteau completed her Family Medicine residency at CVFP and has been a part of the clinic team since 2014. Dr. Croteau was born and raised in Calgary, Alberta. She completed a Bachelor of Science in Chemical Engineering at the University of Alberta prior to completing her Medical Degree and Family Medicine residency at the University of Calgary. In addition to her practice at CVFP, Dr. Croteau also works as a Hospitalist in Calgary at the Rockyview Hospital.

Dr. Lynne Gillis has been a physician at CVFP for ten plus years in addition to two years as a Family Medicine resident. Dr. Gillis completed her Medical degree and Family Medicine residency from the University of Calgary. Prior to this she completed a Masters in Sports Nutrition/Exercise Physiology from the University of Guelph working with elite female endurance athletes. She worked with the Decision Support Research Team on projects including RSV prophylaxis and Cystic Fibrosis newborn screening before deciding to pursue a degree in Medicine.

Dr. William Halliday has been at CVFP for five years. He has worked as a full-time family physician in Calgary since 1993. Dr. Halliday completed his undergraduate degree at the University of Alberta and his medical degree at the University of Calgary. He enjoys all aspects of Family Medicine.

Dr. Ian Johnston joined CVFP as a resident in 2017 and returned as a member of the physician team in 2018. Dr. Johnston is a graduate of the University of Glasgow (2012). He trained in the national health service in Scotland, working in orthopaedic surgery, prior to and throughout five years of medical school, as a cast technician. After two more years in Glasgow gaining valuable experience rotating through postgraduate medical training as a junior doctor in medical and surgical hospital specialties, he moved to Canada to complete his Family Medicine residency. Dr. Johnston has worked in the research hub of UCalgary's Department of Family Medicine, focusing on respiratory infections, as well as medical and procedural skills training. He has also completed research into the assessment and management of cardiovascular risk during residency. Dr. Johnston is co-chair of a continuing education conference as part of physician training through UCalgary's Department of Continuing Medical Education and Professional Development.

Wendi Keller NP has been a Nurse Practitioner with CVFP for ten plus years. Wendi obtained her undergraduate degree in Nursing from the University of Alberta. Her special interest in obstetrics and gynaecology began while working in a Labor and Delivery unit at The Woodlands, Texas, USA. Later, she achieved her Nurse Practitioner/Master's degree at the University of Texas Health Sciences Center. Wendi returned to her Alberta roots and continued her NP career at CVFP.

Dr. Heather La Borde joined CVFP in 2023. Dr. La Borde has been practicing medicine in the northwest of Calgary, providing comprehensive longitudinal care. She is also the newly elected Primary Care Network Physician Lead Executive for the Calgary Zone. She earned both a Bachelor of Science and a Bachelor of Commerce in Calgary, and worked in the oil and gas industry for several years. Her passion for exploration took her backpacking through Australia where she eventually settled. She studied Medicine at the University of Queensland, Brisbane, Australia, and returned to Calgary to complete her residency in Family Medicine.

Dr. Reid McLean Wiest has been a physician with CVFP for sixteen years. He is also a clinical lecturer at UCalgary's Family Medicine residency program. Dr. McLean Wiest completed his Medical degree and Family Medicine training at the University of Calgary. In addition, he holds a Diploma in Practical Dermatology from Cardiff University in Wales, UK.

Appendix B

Dr. Brooke Miller started at CVFP as a resident in 2013. After residency, she immediately began locuming in the summer of 2015 and stated her practice at CVFP in the fall of that same year. Dr. Miller went to medical school at the University of Alberta and completed her Family Medicine residency at the University of Calgary. She has a special interest in breastfeeding medicine with credentials as an International Board-Certified Lactation Consultant (IBCLC). When not seeing family medicine patients, Dr. Miller is often at the breastfeeding clinic helping moms/babies/dads with feeding.

Dr. Garrett Moffatt has been a physician at CVFP since August 2020. He has a Master of Science from the University of Calgary with a research focus in dermal stem cell biology. Dr. Moffatt's Medical degree and Family Medicine residency program were also completed at the University of Calgary. In addition to his educational credentials, Dr. Moffatt is certified with the College of Family Physicians.

Dr. Janet Reynolds has been a physician at CVFP from 2003 to 2012 and from 2018 to present. In addition to her role as a clinic physician, Dr. Reynolds was appointed as CVFP's Medical Director in May 2019. She is also the Medical Director for the Calgary Foothills Primary Care Network. Dr. Reynolds obtained her Medical degree from the University of Saskatchewan and completed her Family Medicine training at the University of Ottawa. She worked in a rural setting in Ontario for two years prior to moving to Calgary.

Dr. Karyn Richardson started working at CVFP in 2010 as a locum covering a maternity leave. She quickly realized what a unique and rewarding place it was to work. The team-based collaborative care and great people at CVFP made it difficult to imagine working anywhere else. Medicine was not something Dr. Richardson set out to do from the start but was something she found her way to over time. She obtained a Bachelor of Science in Neuroscience and then an LLB from the University of Calgary, and spent many months backpacking and biking around Southeast Asia, Australia and Europe before deciding to pursue medicine. She completed both her medical degree and residency in Family Medicine at the University of Calgary.

Dr. Karen Seigel shifted her work at CVFP in 2023 to focus on health system improvement/innovation, quality, effectiveness and efficiency, provider sustainability and to make CVFP a more data-driven organization. She fully believes in the CVFP model of care and would like to help it thrive! Dr. Seigel has a special interest and expertise in data, including evaluation, quality improvement and analysis. She has worked in this capacity with the Calgary Foothills Primary Care Network, several provincial evaluation committees, and the Health Quality Council of Alberta (HQCA).

Dr. Wendy Stefanek has been at CVFP since 2005. She graduated from the University of Alberta Faculty of Medicine in 1998 and completed her residency in Family Medicine at the University of Calgary Sunridge teaching clinic. After finishing her residency with an elective with Dr. Rick Ward at CVFP, Dr. Stefanek was hooked on the team-based model that CVFP provided to their patients. And, she hasn't looked back. Shortly after starting in 2005, the Calgary Foothills Primary Care Network (CFPCN) was also born, and CVFP and its physicians have been members of this PCN from the beginning. Dr. Stefanek continues to be involved with the PCN and is currently on its physician corporation Board of Directors.

Dr. Rick Ward has been a principal at CVFP since 1988. He completed his medical training here in Calgary. Throughout his career, Dr. Ward has held leadership positions provincially and nationally. Currently, he has a faculty position with the University of Calgary; is a Medical Director, Primary Care for Alberta Health Services; and is a member of the Alberta Medical Association Board of Directors. Dr. Ward has clinical interests in Mental Health and Chronic Disease Management along with medical education and systems change. He has acted as a Principal Investigator for several clinical trials which have contributed to our knowledge of medical care.

Dr. Kathleen Young has been with CVFP for ten years and was previously a long-term locum at another Calgary primary health care clinic. Her first career was as a costume designer after completing a Bachelor of Fine Arts in Theatre from York University in Toronto. Dr. Young earned a degree in Biochemistry from McMaster University before attending medical school at Queen's University. She moved west to complete her Family Medicine residency at the University of Calgary and remained in our city to launch her practice.

Dr. Yan Yu has been a family physician at CVFP for almost five years, including time as a locum. He is a Rhodes Scholar with dual master's degrees in Public Policy and Business Administration from Oxford University. Alongside caring for his patients, Dr. Yu is also interested in medical education, health care innovation and advancing the family medicine profession. His advocacy work includes serving as a Director on the College of Family Physicians of Canada (CFPC)'s Board of Directors, where he helps shape CFPC strategy in advocating for Canadian family physicians and their patients.

For Dr. Kathleen Young, Dr. Ian S. Johnston, Dr. Karyn Richardson

Call 403-539-5210

Green Team

For Dr. Rick Ward, Dr. Garrett Moffatt, Dr. Heather La Borde, Wendi Keller NP

Call 403-539-5211

Yellow Team

For Dr. Reid McLean Wiest, Dr. Lynne Gillis, Dr. William Halliday

Call 403-539-5212

Blue Team

For Dr. Chris Bockmuehl, Dr. Julie Croteau, Dr. Brooke Miller, Dr. Kelly Chang

Call 403-539-5213

Gold Team

For Dr. Janet Reynolds, Dr. Ingunn Benediktsson, Dr. Wendy Stefanek, Dr. Yan Yu

Call 403-539-5214

Silver Team

To contact our CVFP Specialty Team:

Pharmacists, Respiratory Educators, Health Management Nurse or Behavioural Health Consultant

Call 587-316-0800