

# CITY OF WILLIAMS LAKE

Office of the Mayor



May 17, 2023

Cariboo Regional District  
File No. 400-60-03

File No. 0400-90

MAY 23 2023

Chair Al Richmond and Directors  
Cariboo Chilcotin Regional Hospital District Board  
Suite D, 180 North Third Avenue  
Williams Lake, BC V2G 2A4

Referred To ..... CAO / Chair Richmond /

Dear Chair Richmond and Directors:

**Re:** Establishment of an Urgent and Primary Care Centre (UPCC) Walk-In Clinic in Williams Lake

In April, City of Williams Lake Council and staff met with Diane Shendruk, Vice President, Clinical Operations – IH North, and Kathy Doull, Executive Director, Clinical Operations IH West to discuss the state of health care in our community.

At these meetings, the critical physician shortage was, not surprisingly, identified as the most urgent issue facing our community. During our discussion, it was verified that an estimated 40-60% or 12,000-15,000 people are without doctors in the Cariboo-Chilcotin IHA catchment area.

Currently, patients without a doctor must go to the ER to even get a prescription for critical medication, and may not seek or receive medical attention due to the numerous barriers to receiving care. It is imperative that residents requiring medical attention do not burden an already critically understaffed ER, or simply go without medical assistance. The current situation is absolutely unacceptable.

The City of Williams Lake has requested that Interior Health Authority implement an Urgent and Primary Care Centre (UPCC) walk-in clinic in Williams Lake on an urgent basis. As Cariboo Memorial Hospital is a regional hospital serving Williams Lake residents as well as those from outlying areas, taking some of the strain off this extremely busy hospital through the establishment of a UPCC would seem to be a reasonable solution. We urge you to support the immediate implementation of a UPCC walk-in clinic in Williams Lake to help address this critical issue.

We realize the situation is systemic and there are many underlying factors resulting in the province-wide medical professional shortage, but we cannot wait for the system to be “fixed.” Although a short-term solution, a UPCC would help address the needs of the residents that IHA is expected to serve, while allowing our hospital’s ER staff to focus on emergency response. We sincerely hope you will help advocate for this essential service.

Yours truly,

Mayor Surinderpal Rathor

