



604-324-2201

Press 1 for administrative matters:

Our office email (office.scbp@hush.com) is for administrative requests only.

Please contact the reception/front desk for:

- Booking or rescheduling appointments
- General office or administrative inquiries
- Requesting letters (e.g., work or travel)– *typically discussed during your scheduled visit*

For **urgent and pregnancy-related** and **cannot wait until your next visit**, please **email us** at: scbpmedical@hush.com

- Please include the name exactly as it appears on your care card in your message
- This email is checked by our care team—we'll aim to respond within 48 hours
- **Please note:** If we need to call you, it may come from a blocked or private number—please make sure your phone can accept these calls

Press 3 for **VERY URGENT/EMERGENCY** calls. This will connect you to the BC Women's Hospital switchboard, which will put you through to the South Community Birth Program midwife or doctor on-call.

Such concerns may include, but are not limited to:

- Regular contractions 5 minutes apart, or any painful cramps or contractions more than 3 weeks before your due date
- Baby's movement is reduced (fewer than 6 movements in 2 hours (if after ~26 weeks or if you are otherwise concerned)
- Fluid or gushes from your vagina that you don't think is urine or normal discharge
- Heavy red bleeding or clots
- Sudden swelling in the face
- Domestic violence or sexual assault
- Shortness of breath with chest pain
- Blurred vision/dizziness / persistent bad headache
- Fever more than 100.6°F / 38°C
- Minor or severe motor vehicle accident
- A fall, especially if on your abdomen
- Any urgent concerns about your newborn

Requesting Letters or Forms

Due to a high volume of requests, please follow the guidelines below:

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PREGNANCY RELATED ONLY:

SCBP can **ONLY** complete letters or forms related to your pregnancy, based on **medical need**.

- ✓ Pregnancy confirmation letters
- ✓ Visa support letters

(pls include full name, date of birth, and relationship)

✉ Submit requests to: office@scbp.ca

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IN-PERSON APPOINTMENT REQUIRED:

Please plan ahead: all other documentation requests must be discussed during your **scheduled visit**.

To avoid delays, please bring:

- All required forms
- Relevant details from your employer or insurance provider

 Forms are generally **not** completed outside of appointments

3

REQUESTS BETWEEN VISITS

If you do not have an appointment within 2-3 weeks:

- Requests will be triaged
- Recommendations may be provided within 48-72 hours
- Completion of forms is **not guaranteed**

 Please note: Preparing documentation does **not guarantee approval**. Final decisions are made by your insurance provider

 If your request is time-sensitive, you may wish to contact your GP/NP or visit a walk-in clinic for a potentially more timely response