

FAQ MOSAIC Community Clinic

Why is MOSAIC providing clinical services?

Health and settlement are deeply connected for newcomers who often encounter significant challenges in accessing health services despite available support. Barriers such as language, unfamiliarity with the systems and resources, financial constraints, and a lack of culturally sensitive care can complicate navigation of the health system. Additionally, social and environmental factors like unstable employment and inadequate housing can affect both physical and mental well-being.

At MOSAIC, we are committed to addressing these challenges through our direct clinical services, providing culturally safe, trauma-informed care to diverse marginalized populations. We offer comprehensive support tailored to our patient's health needs, creating a community where every patient feels understood and supported on their journey to good health.

What does priority population mean?

Priority populations refer to groups of individuals who are at risk of experiencing health inequities due to social factors. Priority populations have historically struggled to access health services.

What are the MOSAIC Community Clinic priority populations?

MOSAIC's clinic warmly welcomes newcomers who have been in Canada for five years or less, individuals who identify as First Nations, Inuit, or Metis, new mothers and their babies, individuals living with complex mental health issues, and those experiencing homelessness or precarious housing.

How do I know which health service to go to; Urgent & Primary Care Centre, New Canadian Clinic, PCN Allied Health Hub, or MOSAIC Community Clinic?

Edmonds Urgent & Primary Care Centre (UPCC)

UPCC provides urgent, non-emergency care for minor injuries and illnesses. Their dedicated team sees walk-in patients based on the urgency of their needs. Please note that they are not a substitute for family physicians.

Edmonds Centre for Healthy Communities (PCN Allied Health Hub)

As part of the Burnaby Edmonds Primary Care Network, Edmonds Centre for Healthy Communities offer supportive services such as social work, mental health counseling, and physiotherapy. A referral is required to access these resources.

New Canadian Clinic (NCC)

NCC supports immigrants and refugees in their first year in Canada by offering short-term primary health care. A referral is necessary to utilize their services.

MOSAIC Community Clinic (MCC)

Our clinic provides ongoing primary health care to newcomers, self-identified First Nations, Metis or Inuit, new mothers and their babies, individuals living with complex mental health issues, and individuals experiencing homelessness or housing instability. We welcome both community referrals and self-refer patients, ensuring that everyone feels supported and cared for.

What are the clinic hours of operation?

Monday-Saturday 9:00am-5:00pm

What can I expect when I get there?

You will be welcomed into the clinic by one of MOSAIC's medical office assistants (MOA).

How do I get there?

The MOSAIC Community Clinic is conveniently located at the northeast corner of Kingsway and Edmonds: #306 7366 Edmonds St, Burnaby, V3N 1A9

Parking: Enjoy free above-ground parking! You can access it from the front of the Edmonds Centre for Healthy Communities, off Linden, next to Buy-Low. Head up to the third level (L3) and follow the signs to the Fitness Club. The clinic's entrance is just off the parkade to your left.

Transit the closest Skytrain is Edmonds. From Edmonds station, walk to Bay 4 and take the #106 New West Station bus for 3 stops and get off at Edmonds and Linden Avenue.

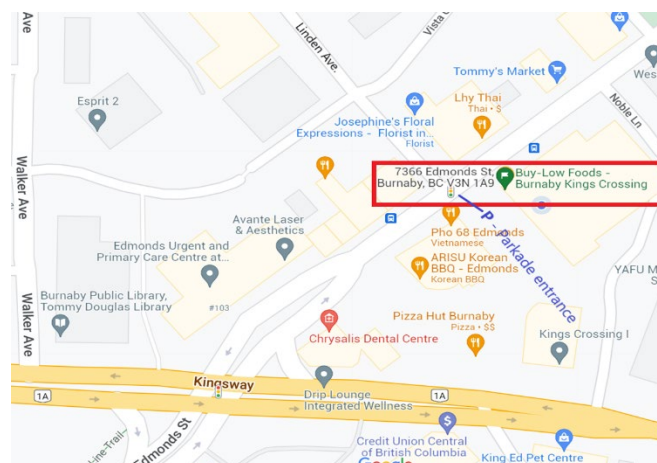
On foot: Enter at the doors at the Buy Low Foods, marked '7366 Edmonds'. Take the elevator to level '3' to access the 3rd floor. Walk around the corner to unit 306 on the right.

Do you offer virtual appointments?

Online and phone appointments will be available for follow-up appointments only. We want to see you in person for your first visit.

Where do I go if I can't get into the MOSAIC Clinic?

If you are not eligible for services at the MOSAIC Clinic, clinic staff may assist in redirecting you to the most appropriate service.



Who can refer clients to the MOSAIC Community Clinic?

The MOSAIC Community Clinic will receive referrals from the BC Health Connect Registry, community agencies, health service providers, and self-referral. We work closely with organizations like the Division of Family Practice, Progressive Housing Society, the Burnaby Maternity Clinic, and other community agencies to ensure that clients receive the care they need. If you are a service provider and wish to refer a client, please refer to our website at mosaiccommunityclinic.org

How does the clinic ensure culturally safe care?

At MOSAIC Community Clinic all staff are trained in providing trauma and violence informed care (TVIC). Cultural safety is a pillar of TVIC. Professional interpretation services are available to all who require it to overcome language barriers and ensure that all patients feel respected and understood. Our staff is trained in cultural safety, and we tailor our services to meet the unique health needs of each patient, considering their cultural background, lifestyle, and health literacy level.

What should I bring to my first appointment at the clinic?

For your first visit to the MOSAIC Community Clinic, kindly bring any form of identification, your health insurance details if you have them, and any medical records that can assist us in understanding your health history. If you're on any medication, please bring it along or provide a photo of the container showing the dosage and instructions.

How much does it cost to go to the MOSAIC Community Clinic?

The MOSAIC Community Clinic provides services at no cost to our patients. However, there may be costs for medications and testing at labs outside of the MCC.