

September 2025

NEWSLETTER



CPIN
Canadian
Primary Care
Information
Network

RCIP
Réseau canadien
d'information pour
les cliniques de
première ligne

Learning Together – News from the CPIN Team



Opening Note

Welcome to the first CPIN newsletter. We share updates on our studies, progress, and ways you can give feedback as we work together to improve digital communication in primary care.

Our strategy

At the Canadian Primary Care Information Network (CPIN), we continually explore new ways to connect with patients and family doctors using digital tools. We believe the best way to improve care is to learn together with you. Thank you for sharing your time and experience to help us strengthen primary care.

How do we learn with patients?

When your family doctor or nurse practitioner works with us, we assist them in sending health information by email, text, or patient portals. After each message, you can simply read it or share your thoughts through a brief survey. We also listen through our Patient Community Advisory Board, via email, and sometimes through local clinic patient groups.

This brief newsletter, sent no more than twice a year, shares what we are learning and provides another opportunity for you to offer your feedback through info@cpin-rcip.com

Our recent progress

This summer, we shared our first messages on heat waves and introduced messages about social isolation. We added more than 12 new messages to our library. We are also comparing messages created by physicians with those generated by artificial intelligence and asking patients to provide their feedback.

Our current studies

- **CPIN Learning Health System**
This project links patient feedback with medical record data to better understand access to care and information needs, while improving clinic efficiency and patient engagement.
- **HeatSmart:** Testing how automated digital messages can help patients prepare for extreme heat and reduce associated health risks.
- **BHI – Social Isolation:** Exploring if personalized digital messages can help reduce social isolation and the associated brain and cardiovascular diseases.
- **AI-Care:** Comparing how patients and providers rate health messages created by experts versus artificial intelligence.



Stay connected by regularly visiting our website at <https://cpin-rcip.com/studies/>.

