

Welcome to the Kootenays.

We would like to extend an invitation to you to become a member of the East Kootenay Division of Family Practice. Divisions of Family Practice is an initiative of the General Practice Services Committee (GPSC), a collaboration between Doctors of BC and the Ministry of Health.

Membership is free and includes the following benefits:

- Free access to UpToDate
- Shared efforts to provide full-spectrum primary care
- Greater impact on the organization of local and regional health services through Division projects
- Improved access to health authority and specialist services
- Enhanced professional collegiality and access to physician health and wellness programs
- Shared efforts for recruitment, retention and locums
- Support from colleagues, in caring for complex or unattached patients
- Reliable assistance with duties historically falling to call groups, such as scheduling and meeting organization
- Strong financial and practice support for information technology programs and pilot projects

To become a member all you need to do is enter your contact information on our website, <https://www.divisionsbc.ca/east-kootenay> by clicking “Join now” at the top right-hand corner of the screen. Once your membership is approved by our Board of Directors, we will send you an email with information on how to download and access UpToDate.

If you have any questions, please do not hesitate to contact me.

Kind Regards,

Jacqui van Zyl | Program Manager

**EK Division of Family Practice**

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## Compass Program Overview

Compass is a province-wide service to support evidence based care to all BC children and youth (0-25) living with mental health and substance use concerns. This is done by supporting community care providers with the information, advice, and resources they need to deliver appropriate and timely care to children & youth close to home.

The service is available to a variety of community care providers working such as primary care providers, specialist physicians, CYMH clinicians, Foundry clinicians, and concurrent disorders/substance use clinicians.

### *The service*

When you call for a consultation, you'll have access to a multi-disciplinary team who can offer:

- Telephone advice and support
- Identification and help with connection to local & online resources
- Telehealth consultation for you and your patient, when needed
- Tailored education

The multidisciplinary team includes child and youth psychiatrists, mental health and substance use clinicians (social workers, nurses, psychologist, etc.) and a care coordinator.

The Compass team can help with diagnostic clarification, medication recommendations and treatment planning. Support is available for a wide range of issues including substance use, mental health, behavioural and family challenges, trauma and general guidance when things aren't going well. You will receive a written record of all consultation recommendations for your patient's chart.

Compass aims to have a member of our multidisciplinary team answer phone calls and respond to your questions in real time. For more specialized questions, we aim to get back to you within the same or next day. Telehealth consults with the provider, patient and Compass team are organized on an as-needed basis.

### *What you need to know to use the service*

- Compass is a consultative service and community providers retain full clinical responsibility of their patients. Recommendations provided by Compass should not supersede the best clinical judgement of an in-person care provider.
- If patients and family consent, Compass will collect identifying patient information to facilitate any needed follow up with you (or with the families directly). If patients or families don't want their information stored, Compass can provide recommendations on an anonymous basis.
- Compass is not a crisis intervention service, but will support providers with advice around safety planning, risk assessments, etc. Please contact your local crisis services for any emergencies.
- Compass will collect and store your demographic and practice-related information.
- Compass will periodically reach out to providers to better understand their experience with the service and communicate any upcoming workshops or educational opportunities.

### *Questions?*

Call 1-855-702-7272 from Mon-Fri, 9:00 a.m. - 5:00 p.m. PST/PDT. Register at [CompassBC.ca](https://CompassBC.ca).



## Compass Frequently Asked Questions

### Who can call Compass?

Compass is available to a variety of community care providers who work with children and youth such as: primary care providers, specialist physicians, CYMH clinicians, Foundry clinicians, and concurrent disorders/substance use clinicians.

### What can you expect from Compass?

When you call for a consultation, you will be greeted by the friendly voice of a team member who can assist with any child and youth mental health or substance use concerns. The Compass team can help with diagnostic clarification, medication recommendations and treatment planning. Support is available for a wide range of issues including substance use, mental health, behavioural and family challenges, trauma and general guidance when things aren't going well. You will receive a written record of all consultation recommendations for your patient's chart.

### How quickly is the service available?

Compass aims to have a member of our multidisciplinary team answer phone calls and respond to your questions in real time. For more specialized questions, we aim to get back to you within the same or next day. Telehealth consults with the provider, patient and Compass team are organized on an as-needed basis.

### Can a parent or patient call Compass direct?

No. Compass is a service that supports healthcare providers. If a parent or youth has mental health or substance use concerns, they should contact their local primary care provider, and the provider can contact Compass for a consultation. Parents and youth can also contact our partners at Kelty Mental Health or Foundry for direct support. Call Kelty Mental Health at 1.800.665.1822, visit [keltymentalhealth.ca](http://keltymentalhealth.ca) or find your local Foundry centre by visiting [foundrybc.ca](http://foundrybc.ca).

### What are the possible outcomes of a Compass consultation?

The following scenarios may result from the telephone consultation. The Compass team may:

- Be able to answer the primary care provider's questions over the phone
- Provide the primary care provider with information about resources in their local community and system navigation
- Recommend a PIT assessment done through telehealth with the patient, provider and Compass team members
- Recommend a full direct assessment through telehealth with the patient, provider and Compass team members for evaluation

### What age of children or youth can I call Compass about?

Compass supports providers treating children or youth from birth to 25 years of age.



### **Is Compass the same as RACE?**

No. Similar to RACE, Compass provides access to telephone support from a child and adolescent psychiatrist, however Compass services expand beyond RACE. Providers have access to a multidisciplinary team including mental health and substance use clinicians (social workers, nurses, psychologists, etc.) and a care coordinator, in addition to child and adolescent psychiatrists. Compass provides longitudinal support as you follow patients over time, and can provide direct assessments to you and your patient when needed.

The Compass model is built based around a goal of increasing community care provider capacity to treat mental health and substance use concerns close to home. Compass works collaboratively with community care providers to understand their unique challenges and supplement local knowledge and resources with specialist support as needed. When calling Compass, the care coordinator will answer your call immediately, and connect the provider to the best Compass team member to support the inquiry. The model is based on relationships; providers have an option of requesting follow up, and ongoing consultation from the Compass team for treating a patient.

### **How does Compass work with Learning Links or PSP modules**

Learning links are a series of online modules designed to enhance community care providers' knowledge of mental health and substance use concerns in children and youth. PSP modules support providers with learning sessions and online tools and educational resources.

Compass is a provider consultation service that can support community care providers confidence in implementing the skills and theories learnt through Learning Links or PSP. Community care providers have access to talk through their next steps in supporting a patient with a C&Y MHSU specialist in real time. These two resources can work hand in hand at helping to increase community care provider's confidence and capacity in treating C&Y mental health and substance use concerns.

### **How does Compass differ from Kelty?**

Kelty Mental Health Resource Centre provides mental health and substance use information, resources, help with system navigation and peer support to children, youth and their families across BC. Their services are free of charge and available to children, youth and families via telephone, in person or email.

Compass is a resource for community care providers. During a consultation, Compass may direct providers to Kelty Mental Health as a resource to support patients and families. Both services work together to help support children and youth with mental health and substance use concerns.

### **Who do I contact with questions on Compass?**

For any questions or inquiries about Compass and how it works, please feel free to contact the Compass team at [compass@cw.bc.ca](mailto:compass@cw.bc.ca).

### How do I set up a PIN for quick login to MBMD?

You can set up a 4 digit PIN number to make logging in to MBMD quick and easy. On many devices, you can even set up touch/fingerprint ID. To set up a PIN, tap on Settings and then Login PIN. If you want to set up touch/fingerprint ID, next time you login using your PIN, look for the fingerprint and tap on it.

### How do I include an image with my message?

Within an MBMD Message, tap the Camera Icon to the left of the reply text field. Click 'Browse' if you are using a desktop and browse for the image file you have saved to your computer or on the network. On mobile devices, tap Camera, then take a picture, this will be saved to the MBMD Server and linked to the message. NOTE: You cannot access images previously saved on your mobile device, for security reasons, images must be taken at the time you compose the message in MBMD.

### How do I change my notifications and customize alerts?

To change your notification protocol, go to the Settings Page and tap on Notifications. Select the Notification Protocol and follow the prompts to enable that Protocol. All MBMD users should have PUSH Notifications enabled. You can also set up to receive SMS-Text message alerts for instances when the MBMD application is not running on your device. The length of the alert only applies to PUSH Notification Protocol where you can select how long you want the alert to sound on your mobile device. Select the length of the alert from the link and dropdown provided under the PUSH Protocol on the Notifications Page. Night Mode also allows a different alert length for specified time period selected by you. If you are On-Duty and Setup to receive PUSH Notifications and not receiving the notifications, try turning your phone off and then back on.

### How do I add a patient to my preferences?

To add a patient to your patient list, tap on Patients from the Home Screen and then use the Search field at the top of the screen to search for the patient you need to add to your list. Tap on Add to the right of the patient you need, tap clear search and you will find this patient in your patient list. To remove patients from your list, tap the bullet to the left of the patient name in the list and then tap on the Remove Button that will appear in the top right of the display.

### How do I enable/change my auto reply?

The Auto Reply is how you relay information to other MBMD users to ensure patient safety by providing instructions on how you are to be contacted when you are unable or not responding to your MBMD Notifications. Tap the Status Button to the right of your name on the Home Screen to enable and change what will be displayed in your Auto Reply.

### How do I use voice recognition to create messages?

Voice recognition uses your phones' features to insert text. When the keyboard comes up to type text, you may see a microphone either to the left of the spacebar on an iPhone or other location on an android phone. You can use voice recognition to insert text in a message or anywhere there is a text field where the keyboard pops up. Be sure to check your text for errors before sending.

### Can I set up shortcuts? What are 'qq' keywords?

'qq' keywords are shortcuts that you can set up to have MBMD add a template to your message for you to fill in. Many commonly used message templates have already been created, and you can also create your own. To use this feature, open a new message, type "Qq" and the following prompt will come up: "Type a keyword or tap here". If you know the shortcut for the template you want, type it in, or tap the prompt and a list of available shortcuts are displayed as well as the option to "Add Keyword" which you can tap to create your own keyword shortcut. NOTE: Be sure not to include the characters 'qq' in the keyword name you choose!

### How can I prioritize calls by urgency? (receiving and sending)

All messages will arrive in the MBMD inbox in order of Newest to Oldest, whether it be a new message or a message with a reply. The Message will also display the Category, which can be searched using the search field at the top of the InBox.

Categories exist for stat, 2 hr, 4 hr, 24 hr.

### What happens when I am:

#### Off duty

- Nothing. Your Bell is turned off in MBMD beside your name when displayed on the CallBoard or in Lookups. Messages can still arrive in your Inbox, however you will not be sent Notifications from MBMD that a message was placed in your Inbox.

#### Sleeping / phone off

- If you really do not expect to be contacted by others regarding clinical matters whether your phone is off or your are on vacation and do not want to be disturbed by Work, you should be letting MBMD Users know by going Off-Duty to turn off your bell and block MBMD from sending Notifications to your during these off hours.

#### Out of cell range

- When out of range from a Wi-Fi or Data Signal, you will not receive MBMD PUSH Notifications to your device. To check if someone has tried to reach you while out of range, sign into MBMD and check your Inbox for new messages or look at the MBMD icon on your phone to see if there is a red number in the upper right corner of the icon indicating that new messages were received when you were otherwise unaware.

### How can I receive ADT Notifications?

To receive ADT Notifications to your mobile device, select Settings and Preferences. Apply switches in any ADT category you require. When you switch on fields that include the term 'MICROBLOG', the ADT notification will come to your MBMD Inbox. Switching on fields that include the term 'Text' will send real time Notifications to your device.

### What is the 2200 to 0600 Blackout Group? How do I join or leave this group?

The 2200 to 0600 Blackout Group is a group you can join under settings, then groups. Joining this

group means at 2200, your MBMD status is switched automatically to Off-Duty and the link to your name is removed from the callboard. At 0600 your settings return to what they were prior to 2200. If you are on holidays and a member of this group and were Off-Duty prior to 2200 you will remain Off-Duty at 0600. NOTE: It is very important NOT to join or leave this group during the blackout period or the triggers that store and restore your settings will not work.

### How do I join or leave groups to see other IH area callboards?

To Join or Leave other IH Area CallBoards, go to Settings and then Groups. Only join or leave IH Groups you wish to include in your CallBoard display. To leave tap Back at the top left of the group screen and Home to return to the Home Screen.

### Where is the data stored (images and texts)?

All Data and Images are stored on the IH MBMD Server. Nothing is stored on the Phone, other than the App itself, which is just an interface to the MBMD Server with your device. The only thing that is received physically on the device is the PUSH or SMS Notification that leads to launching the App or Browser to connect to MBMD.

### What do I do when my phone is not receiving PUSH Notifications despite being displayed as 'On-Duty' in MBMD?

If you are showing as On-Duty in MBMD and you are set up to receive PUSH Notifications, there may be an issue with your phone. Are you receiving any Data or Wi-Fi signal to your phone? When was the last time you turned your device off/on to reboot and optimize performance? If you are still having issues, contact MBMD Support to troubleshoot the issue and ensure you are receiving your Notifications reliably to your device.



### Will I receive mass texts from Interior Health?

No. MBMD is a Clinical Communication System and is not to be used for any other Non-Clinical or Administrative Purpose. The only possible Mass notification would be regarding a planned MBMD Downtime message, facility over capacity notification or a message from a facility indicating a Mass Casualties Alert with instructions on how to respond. Groups and Departments should be using the Group Messaging features to provide better Healthcare Communications regarding their Healthcare Team. Keep it Clinical for Patient Safety.

### Can I put text information into my EMR?

When accessing MBMD from the Desktop App or Browser on a workstation, right click within a conversation and choose print from the popup and then select your printer output to be PDF by selecting your PDF print driver. Save the PDF file when prompted to your location used to import PDF files into your offices EMR.

### Who is responsible for ensuring patient safety? (Onus on call initiator)

When messaging from MBMD, the onus for Patient Safety is on the Message Initiator, to firstly ensure that the recipient is going to be sent a Notification from MBMD by having a Bell Present beside the recipient's name before selecting them. The initiator will be warned that the recipient will not receive a notification if their bell is not displayed. Even if a user has a bell beside their name, if they do not respond to the message in the expected amount of time, a direct call should be made to the recipient if Patient Safety is a risk.

### Can I use MBMD to convey orders other than medications to nursing?

Yes. All orders other than medications are permitted and will be transferred to Meditech by Nursing with a record of the communication. A request can be

made for medications orders by Nursing but the request needs to include a callback number for the Physician to Phone Nursing to take the Medication Order as a Phone Order.

### How do I deal with access issues?

If you see the message 'Invalid username' or 'Password' appear on the login screen, you are not using a valid IH or MBMD account for access:

If you have a personal MBMD Account, and are signing in for the first time, contact MBMD Support to be granted access.

If you can't remember your password, contact the Service Desk for a Password Reset – 1-855-242-1300.

### My account is locked, now what do I do?

If your account is locked or you are having sign in issues, contact the IH Service Desk at 1-855-242-1300 and ask that your account be unlocked and for an IH password reset.

Support is also available through the MBMD CallBoard and is the first listed item on the CallBoard. Use the number supplied on the CallBoard or Send a MicroBlog message to MBMD Support with appropriate Contact Information and details about your support need to receive a callback from the MBMD Support team.



## MicroBloggingMD

### Quick Reference Guide

Version 1.6.14.76 - May, 2016

*MicroBloggingMD (MBMD) is Interior Health's Secure Messaging Application incorporating the use of Smartphones and Wireless Technology to provide a means of improving Clinical Communications in Health Care.*

### Mobile Access

Using a Browser enabled Smartphone connected to WiFi or using the phones Data, G3 or LTE services, you can start a session by going to <https://MBMD.interiorhealth.ca> or by installing the MBMD App on your device. Use your IH Mnemonic and Password to get connected.

### Desktop Access

Start your MBMD session by using an IH PC, select Start Button, All Programs and look for MBMD Desktop. Right Click on the Icon and choose pin to Taskbar. Older PC's will find the application on the Application Portal Link (found on iNet) then look for the Physicians Tab and then MicroBloggingMD.

When the application opens select the option you wish to start with or choose the Sign In button at the bottom left of the display. When prompted, enter your Interior Health Mnemonic and current Password.

For IH Password Resets, call 1-855-242-1300

### Installing the App on iPhone and Android Smartphones

From the App Store (iPhones) or Play Store (Android) search for MBMD. For iPhone you will need your OS updated to version 7 or higher. Android phones require version 4 or higher in order to use the app. Your phone will also require a data plan or wireless access to complete the setup and be able to log into the MicroBlog server.

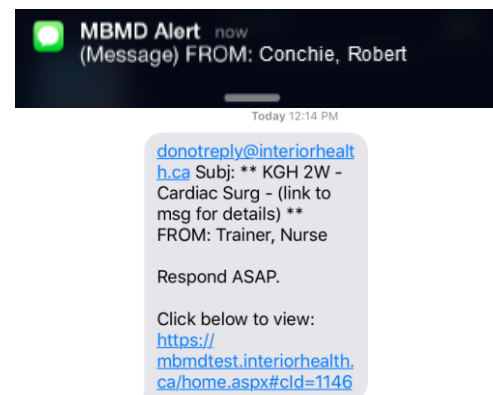
Install the App on your Smartphone and when complete, open the App and type in the **Facility ID** of **IHA** and confirm that the App is now associated with the Interior Health MBMD system. Sign In using your Interior Health **Mnemonic** and **current Password**. **Enable PUSH** when prompted and select OK to Allow PUSH Notifications to your device. Contact MBMD Support to provide your Mobile Number and Carrier and to be added to the appropriate Group List for your Area.

If you experience any issues with installing the App on your device, contact **MBMD Support at 250-862-4300 x4575**. We can provide over the phone assistance in getting set up or resolving your Mobile Device issues.

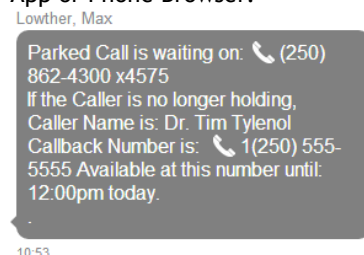
For IH Password Resets, call 1-855-242-1300

### Receiving Secure Messages with MicroBloggingMD

1. Swipe the Notification first, and then unlock your screen as required, in that order. If using SMS Notifications, tap the link in the Text Notification (SMS Notifications are not recommended due to delays in transmission).



2. The conversation will immediately display in the MBMD App or Phone Browser.



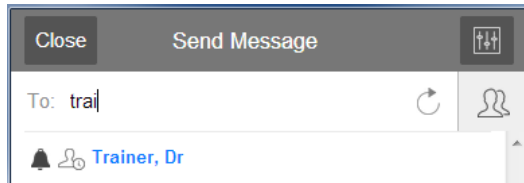


## Initiating a Secure Message

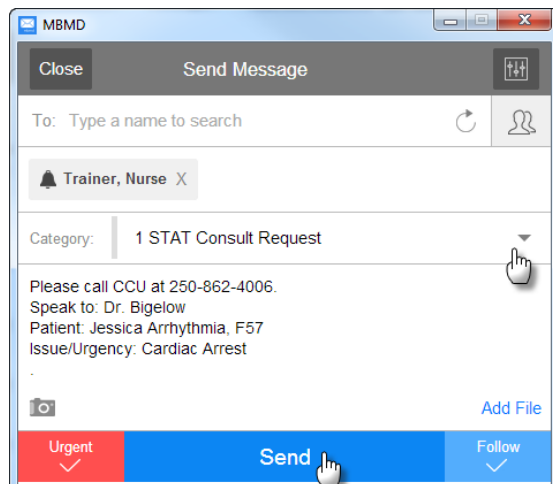
1. From the home screen, select the **Message Button**.



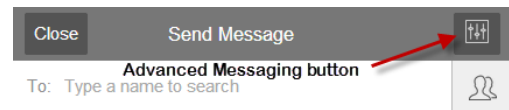
2. Type a name into the **To:** field and select a recipient from the results displayed. Only select users displaying a Bell 📞 beside their name. Watch for users displaying an Auto-Reply in your search and respect what they have to say to reach them.




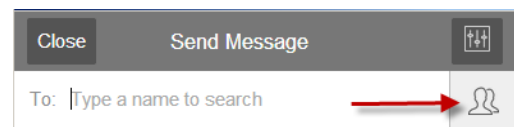
3. Select a Category for your message, if appropriate. Message Categories are a line of selectable text that appears in the Notification on the recipient's phone before they actually view the Microblog Message. Compose your message in the **Message:** field and select **Send**, to send the message. Include a complete, dialable callback phone number and not just a local.



## Advanced Messaging Features



- If you require advanced functionality when creating a new message, select the **Advanced Messaging** button  in the top right corner of a new message. Additional options for creating your message will appear like sending a message on behalf of another MBMD user.
- Selecting Recipients from Groups is possible by selecting the Group symbol to the right of the name search field in a new message. Select a Group from the list provided and then select individuals from that list or All. Remember, when selecting individuals, to only select those showing a Bell 📞 beside their name.



### Composing a message using pre-defined templates (Keywords).

Use **Message Keywords** to pull preset templates into the message. For example, there is a template or keyword created called “cons” for use as a consult request.

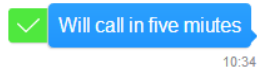
Type “qq” followed by the keyword name “cons” ***followed by a space from the spacebar*** “qqcons ” to produce the following:

Urgent Patient Consult requested:  
Please speak with:  
Full Phone and x:  
Patient Name:  
Initial Complaint:  
Current Location:

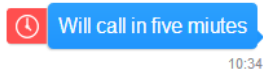


## Features within a Conversation

To the left of your most recently sent message is the **Message Status Icon**. A **green check** indicates that all participants have viewed your message. Tap on the checkmark to see who has read that message segment.



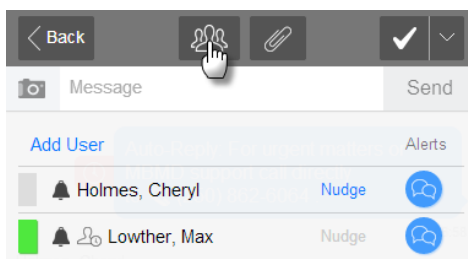
A red clock indicates that at least one of the participants has not viewed your message segment.



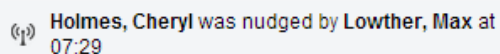
To view the message participants, click the **Participants Button** at the top of the message.



Those currently viewing the conversation will have a green indicator to the left of their name.



Tapping the **Nudge** link will send a notification to the person's device as long as a Bell icon appears to the left of their name when the Nudge is sent.



Tapping on a Phone Number in a message will trigger the Phones dialer. iPhones include the extension if included with the number. Android users need to add the pauses and extension to the number before dialing or when prompted by the facility.

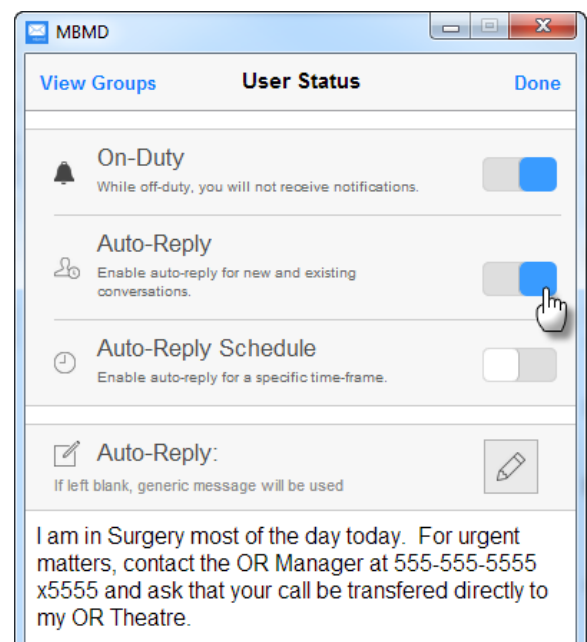


## Auto-Reply Message Feature

Users can have an Auto-Reply, viewable during Lookup and on the CallBoard which is sent immediately back to a message sender. This is useful to provide instructions on how you can be reached when you are unable to respond to MicroBlog Messages and Notifications. To access the Auto-Reply, tap the **Status Button** to the right of your name on the Home screen. You can turn on or schedule your Auto-Reply message to respond to people sending you messages.



When the **User Status** dialogue screen appears, tap the **Auto-Reply** switch or **Auto-Reply Schedule** switch to activate your Auto-Reply message. Fill in the text for your Auto-Reply Message in the field at the bottom. You can save up to 5 different messages for use later. Tap **Done** when you are finished to return to the Home Screen. Tap the Pencil to save or retrieve a previously saved Auto-Reply message.



GETTING THE MOST FROM

# Pathways

Pathways offers a secure online tool to optimize your patient referrals to specialists and clinics. It was designed by physicians for physicians and it works! Within seconds you have access to reliable and up-to-date referral information.

## PROVIDES ACCESS TO:



## The Key Goals of Pathways include:

KEY GOALS

- Allowing GPs to identify the most appropriate specialist with the shortest wait time.
- Simplify the patient referral process by easily identifying specific areas of practice offered by specialists and clinics.
- Providing GPs with up-to-date information to ensure the most appropriate patient referrals.
- Decreasing the incidence of re-referrals, thereby increasing the efficiency of patient care.

“ We find Pathways very helpful...especially when we're looking for a specific skill like an Orthopedic Surgeon who sees adult patients with scoliosis. ”

—MOA

“ Pathways is an invaluable tool. I use it regularly to make my referrals. I'm from another region and I don't know how I would do my work without it. ”

—LOCUM

SAVE TIME!

## Save time by using Pathways to:

- Access current referral forms specific to the specialist or clinic you are referring to.
- Email pertinent resources and health information to your patients.
- Quickly find important health news and Division updates right on the Pathways homepage.

We have over...

4,000 specialists

1,000 clinics

1.5 million page views annually

## An Introduction to Pathways

Pathways is an online specialist referral tool for physicians. Using a secure, password-protected website, physicians may quickly access current and accurate referral information, including wait times and areas of practice for specialists, clinics and health services across British Columbia.

### Who is Pathways for?

Pathways was created for physicians and their office staff to enhance and improve the process of referring patients to specialists and clinics. Pathways access is provided to physicians through local Divisions of Family Practice. Once a Division has implemented Pathways, this resource is then made available free of charge to the members of that Division.

### What are the benefits of Pathways for GPs and specialists?

Pathways facilitates quality referrals by providing a comprehensive database of specialists and clinics across the province, allowing referring physicians to quickly sort through and filter specialist and clinic information to find a provider that best meets a patient's needs. Filterable categories include wait times, specific areas of practice and procedures offered by a specialist/clinic, geographic location, gender, and languages spoken. Specialist and clinic profiles are regularly updated and validated by dedicated Pathways administrators or by the specialists themselves, so you can be assured that the information is accurate.

Experience with Pathways has consistently shown that when physicians have access to accurate, complete information about specialists, clinics, and health services, incomplete or inappropriate referrals are significantly reduced and the burden on specialist MOAs to answer referral-related questions is also reduced.

### Who is currently using Pathways?

Pathways continues to grow and expand. Today Pathways provides access to over 4500 family physicians and their staff. There are currently 32 Divisions actively using Pathways, representing 95% of Division members across British Columbia. Full provincial implementation is scheduled to be completed by mid 2018.

Pathways users can find information for more than 3800 specialists as over 1000 clinics and health services. Users can also access more than 1500 referral forms and over 1500 physician-approved resources, including clinical tools and guidelines, patient information, and information on allied health professionals and other community services.

### How is Pathways funded?

The majority of the Pathways operating budget is funded by the General Practice Services Committee (GPSC). Individual Divisions also contribute a portion towards operating costs and are responsible for the staffing that is required to operate their local Division's Pathways site.

### How can I learn more?

To learn more about Pathways please contact your local Division of Family Practice, or you can also contact the Provincial Pathways team by emailing [administration@pathways.ca](mailto:administration@pathways.ca).



### East Kootenay Division of Family Practice Contact Information

Representing	Name	Position	Phone	Email	other information
<b>East Kootenay Division of Family Practice Board</b>	Dr. Mike Walsh	Chair	O: 250.341.6900 F: 250.341.3226 H: 250.342.7034 C: 250.341.5187	<a href="mailto:mikewalsh@telus.net">mikewalsh@telus.net</a>	
	Dr. Todd Loewen	Physician Lead	O: 250.423.4718 F: 250.423.6463 H: 250.423.3157 C: 250.531.3157	<a href="mailto:toddloewen@shaw.ca">toddloewen@shaw.ca</a>	
	Dr. Kimberley Barden	Director	O: 250.865.2215 F: 250.865.7239 C: 250.4307044	<a href="mailto:kimberleyareid@hotmail.com">kimberleyareid@hotmail.com</a>	
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