

MOA QUARTERLY NEWSLETTER



Working as an MOA can be challenging, as we all know. Our Newsletter intends to support, inform and appreciate the job we do everyday. We aspire to work together, to further our capabilities, skills and comradery.

Please feel free to send your comments, suggests, tips and future topics.

Email Connie : almost-anything@outlook.com

Upcoming Events

Preparing for Virtual Care

Wednesday Jun 16th

6-7:30pm

Conducting Virtual Care

Wednesday July 7th

6-7:30pm

MOA Job Opportunities

MOA relief Position
(Kamloops-Downtown)

Qualifications:

MedAccess

Strong Computer Skills

Telephone Skill

Email Dee:

ddevdecock@hotmail.com



PEER MENTOR PROGRAM

MOA peer mentors offer customized coaching and mentoring services directly in doctors' practices. If you are interested in exploring how to become an MOA peer mentor in our area, or how to access this support, please contact joanne.styles@interiorhealth.ca

Some examples of how MOA peer mentors can help are:

- Improving office workflow and/or clinical areas of practice
- EMR Optimization.
- Leading Community Initiatives
- Panel Development & Maintenance
- General Coaching

Meet Our MOA Peer Mentors

Lee-Gaye

I graduated from the MOA program at Cariboo College in 1990. I have worked in the family practice settings since August 1990. I am currently employed at TRU and helped to establish the medical clinic on campus in September 1999. (Yes that is along time). I am married to Mike who is the pharmacist manager at Walmart, so any pharmacy questions don't hesitate to ask him. We have two sons, Joseph aged 25 and Matthew aged 22. We enjoy the outdoors in all four seasons. I love to travel and can't wait to get on a plane again one day soon! I enjoy helping other clinics in anyway that I can offer, I as a MOA love to learn something new each day.

Connie

My Husband and I moved to Kamloops from Valemount in 2004. We have 2 adult children, and 2 teenage grand children. I have worked in the medical field for almost 30 years, I enjoy the outdoors, writing and being with my kids. I enjoy helping others with their EMRs and clinic setup, and look forward to continuing that throughout my retirement.

Sarah

I am the Chase Medical Clinic office manager. I have been working here for more than 20 years. I am an advocate for better patient care, and I enjoy supporting medical practices growth and development.

Daphne

I have been a MOA for 14 years. Previous to becoming a peer mentor I just worked, There really wasn't any way of gaining information unless you had co-workers that knew something. The MOA conferences were fun, but did little when it came to the actual work and the software available. At that time, I just knew about Osler. I did try to use as much of the program as possible, and even though I was trying to utilize the program more, the office didn't real use it to its fullest extent at that time.

At a vendors event MedAccess was being showcased. I was impressed with the little I saw and asked Dr. Howie to vote for MA (he did). It wasn't until I started working for Dr. T in 2013 when we began the process of the challenging implementation of the EMR. It was so well worth every moment.

Fast forward to being a Peer Mentor. I started with some trepidation as this wasn't ever anything on my radar as something I could possibly do. I eventually flew solo and loved it! Figuring out how best to teach someone something, we all learn differently. I especially enjoyed when the person I was mentoring actually had the "Aha" moment.



PEER MENTOR SPOT LIGHT

As one of our very own Peer Mentors steps down, the Practice Support Program and MOA community would like to honor and thank Daphne Johnson for being a part of our peer support team. Daphne has worked tirelessly in our community over the past 5.5 years as an MOA peer mentor, supporting countless physicians and MOAs with everything and anything related to quality.

"Daphne's willingness to teach and support my staff at Sun Peaks was extraordinary, she responded to our needs above and beyond and in a timely fashion. I really could not have asked for a better more thorough peer support person to work with all of us! The lessons and tips she has shared us up with have made a significant and positive improvement to our clinic staff and our operations! Hugs!"

Laura Bantock RN Executive Director of Primary Medical Services, Sun Peaks Mountain Resort Municipality

"STEPS has really appreciated all the support of PSP and our peer support! We wish Daphne all the best on her next journey!"

Warm wishes, STEPS Team.

Coach's Corner

Panel Management is a foundational component of the Patient Medical Home and supports the Primary Care Networks (PCNs) that enable an integrated system of care for BC. Panel Management is the use of EMR data to identify and respond to patients chronic and preventative care needs; better data leads to better care.

As primary care evolves in British Columbia, the GPSC is continuously reviewing the needs of practice teams, and practice support needs. Specialized skills and additional training are needed to augment the existing services to support, integrate and build successful inter-professional teams in primary care.

Based on findings from an MOA survey, focus groups, and learnings from supporting Panel Management over the past few years, the GPSC is developing a tailored, practical, hands-on training program to certify Medical Office Assistants in Panel Management. The program is being developed and delivered in partnership with the University of Fraser Valley (UFV) with input and feedback from MOAs and physicians.

There is currently a pilot cohort underway with a planned roll out later this year (2021). The program will consist of 7 sessions that will be completed virtually with a final capstone quality improvement (QI) project implemented in-practice. Funding for this program will be provided by the GPSC.

Stay tuned for more information as we learn about the application process for the next cohort!

Your PSP Coaches

Jo Styles ... Joanne.styles@interiorhealth.ca

Ron Gorospe ... ron.gorospe@interiorhealth.ca

Chelsey McKinney ...

chelsey.mckinney@interiorhealth.ca



DIVISION DIRECTIVE

Reminder for MOAs to register for your second dose of the COVID-19 vaccine on the provincial system.

If you received your first dose of vaccine for COVID-19 as a health care worker but have yet to receive your second dose, then you need to register through the provincial system: <https://www.getvaccinated.gov.bc.ca>. Although the system will not ask you when you had your first dose, it should connect via a database to find that you are due at the four-month interval and you should be contacted. For more info, see the [Doctors of BC bulletin](#)

The bottom line: Doctors, other health-care providers, and medical office assistants (MOAs) who have received their first dose of COVID-19 vaccine must register on the provincial website to ensure they are contacted for their second dose.

Missed Dose 1? Phone 1-833-838-2323 and identify as a health care worker — you will then be booked into a nearby Interior Health clinic.



[IH maintains a webpage with vaccine information for health-care workers](#)



PHYSICIAN'S INFORMATION CENTRE

Patient Chart Retrieval

Dr. Anders - medrecords

Dr. Anderson - medrecords

Dr. Burris - Mail - 1-2030 Van Horne Dr Kamloops BC V1S 1P6

Dr. Haughin - Patient **MUST** send \$35.00 with the request to 1813 Cathedral Ct Kamloops BC V2E 2A9

Dr. Howie - fax request to : 250-376-2282

Dr. Junkin - Interior Vault

Dr. Koochin - medrecords

Dr. Hanna Ritenburg - Interior Vault

Dr. Simpson - Mail request to : 458 Stathcona Terrace Kamloops BC V2C 1B9

Dr. Stinson - fax to RIH (250-314-2354)

Dr. Wilson - Mail request to : 1620 Farnham Wynd Kamloops BC V2E1L7

Dr. Zsigmond - fax to RIH (250-314-2354)

Summit Medical Clinic - Fax to : (250-851-8969) (Dr De Kock)

Northshore Walkin - Interior Vault

INTERIOR VAULT: PH: 250-372-1897 FAX: 250-372-2019

MEDRECORDS : medrecords.ca (pt is to go directly to the webpage and request their own charts)



COMING AND GOING



Coming:

Dr Jahangir Alam has joined the Norkam Healthcare Centre

Dr Richard Elloway has joined the Chase Medical Centre

Dr Kayode Bamigboje and Dr Abayomi Adetola will be relocating in the area. (TBA)

Going:

Dr Boris Gimbrarzewsky

Dr Adebayo Adejokun

Dr Renih Mekahil - will be doing locums at Orchards Walk

Locum:

To post a locum position or, If you are seeking a locum position, Please visit [Health Match BC](http://Health Match BC job postings) job postings. Or for more information visit . www.heabc.bc.ca and www.locumruralbc.ca.

CLINIC CONNECTIONS

Orchards Walk Medical Clinic

Orchards Walk Medical Clinic provides general family practice services for the general patient population attached to the clinic. Clients are attached through 811 HealthLink, when spots are available.

Services include:

LGBTQ2S+ & TransCare

Women's & Sexual Health Services (including paps, IUD procedures, contraceptives)

There are 9 family physicians and Nurse Practitioners

A team of allied health professionals provide services such as Social Worker, Occupational Therapy, 2 Registered Nurses, Respiratory Therapist, Dietician, Diabetic Educator, a Pharmacist,

A wonderful, knowledgeable team of MOAs.

They also support the training and development of learners from a variety of healthcare fields.

CONTACT INFO

Orchards Walk Clinic - Phone: 250-828-8080

Women's Health Services - Phone: 778-765-3218

Sexual Health Services - Phone: 778-765-3218

Fax: 250-8285-8242

Address: 102-3200 Valleyview Dr. Kamloops, BC V2C 4S2



Urgent Primary Care & Learning Centre

Urgent Primary Care provides same-day urgent care for individuals with unexpected, non-life threatening health concerns when the individual is unable to access a family doctor or care provider.

They are open every day from 9am to 9pm, with phones being answered from 10am to 9pm, for SAME DAY appointments.

Nursing Services include, physio therapy, social work, Cast placement and removal, with a LPN Orthotech.

Please use the Nurse's Services Referral form for nursing services.

The Family Practice Learning Centre provides ongoing care for people with an illness or injury who don't have a primary care provider.

Their UBC residents provide all family practice medical care; Providing personal family practice care for attached patients.

They are open and see **booked** patients Monday through Friday.

CONTACT INFO

Phone: 250-314-2256

Fax: 250-314-2421

Address:

102-311 Columbia St. Kamloops BC V2C 2T1



BILLING BASICS



BILLING ASSISTANCE

Whether you are new to working in a physicians office or just want to brush up on your MSP billing skills, this series of self-directed learning modules and online quizzes is a great place to start. [The Medical Office Assistant Billing Guide](#) is a reference tool for physicians and their MOAs that provides billing advice and examples on some of the most common MSP billing scenarios.

OTHER HELPFUL BILLING LINKS

[MSP Billing Schedule](#)

[Diagnostic Code Descriptions \(ICD-9\)](#)

[Uninsured Services Fees](#)

[MSP Holidays & Close-Off Dates](#)

MSP CONTACT INFO

Medical Services Plan

PO Box 9480 Stn. Prov. Govt
Victoria, B.C. V8W 9E7

By Phone:

For practitioner assistance and inquiries.
Vancouver: 604-456-6950
Elsewhere in B.C.: 1-866-456-6950
Patient MSP coverage: 604-669-6667

By Fax

Billing Support
Fax: 250-405-3593

Provider Services
Fax: 250-405-3592

Out of Country Claims
Fax: 250-405-3588

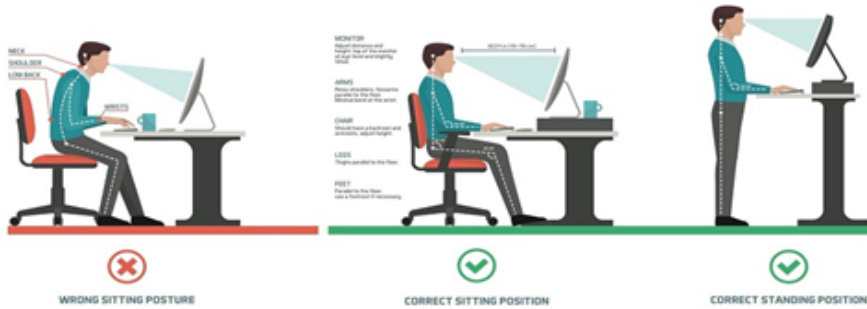
Teleplan Support Centre

Use this toll-free service to reach the Teleplan Support Centre about electronic billing problems, liaison with software vendors, electronic remittance statements and refusals, resetting of passwords and assistance with technical problems.

Vancouver: (604) 456-6950
Elsewhere in B.C.: 1-866-456-6950

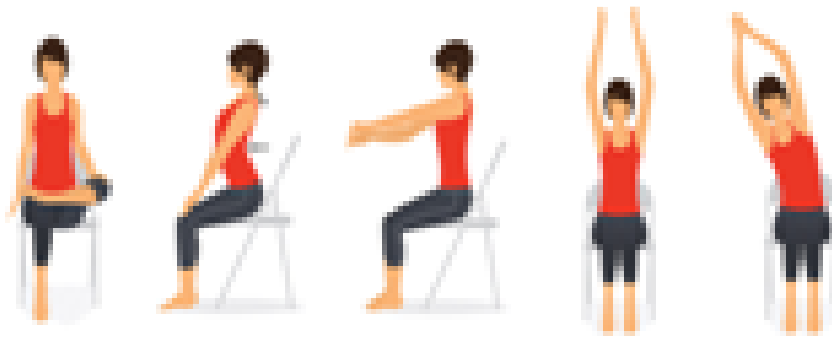
WEBPAGE: [Practitioner & Professional Resources](#)

OFFICE HEALTH



MEDICAL INFOGRAPHIC

- Support your back ·
- Adjust your chair ·
- Rest your feet on the floor ·
- Place your screen at eye level ·
- Have the keyboard straight in front of you ·
- Keep your mouse close.



- Simple exercises you can do sitting or standing at your desk:
- Chest Stretch ·
 - Shoulder Shrug ·
 - Upper Back Stretch ·
 - Spinal Twist ·
 - Torso Stretch.



Your eyes can begin to feel strain in as little as two hours. Every 20 minutes look away from your computer screen and focus on an item at least 20 feet away for at least 20 seconds.



USEFUL WEBSITES

[Kamloops MOA Discussion Board \(FaceBook\)](#)

[Division of Family Practice \(Thompson Region\)](#)

[Doctors of BC](#)

[Pathways](#)

[ICBC](#)

[WorkSafe BC](#)

[MSP Billing Schedule](#)

[Covid-19](#)

If you do not wish to receive the Newsletter , please contact Chelsea to have your name removed from the email list. cbrookes@divisionsbc.ca