

MOA QUARTERLY NEWSLETTER



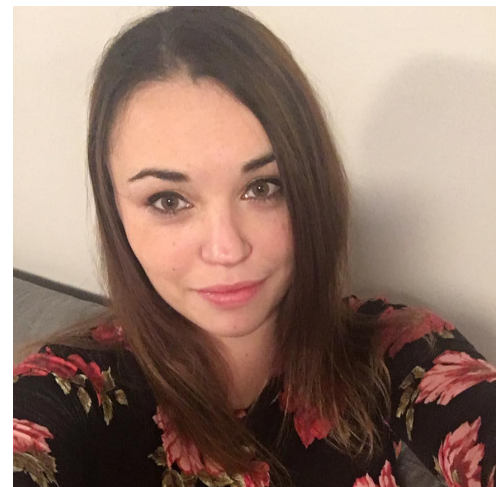
Medical Assistant Past & Present

History of a Medical Assistant: MOAs came to be in 1934, when doctors started to demand for more help when they couldn't perform quality work. In 1934 Dr. M. Mandl founded the first training individuals school so people could study and train to officially be able to work and help in a doctor's office. Prior to that time, women were delivering babies, saving soldiers, and healing the sick.

Today we are the gate keepers and the spine of the operation. MOAs are the glue that holds our clinics together.

Today we are recognizing **Katrina VanMeeteren**

I am an MOA working at Kensho Health Internal Medicine and Nicola Women's Wellness Clinic. I also work casually at Royal Inland hospital as a Switchboard Operator. I have been working as an MOA in Kamloops for the last 3 years after graduating from Okanagan College. Prior to being an MOA, I worked as a Health Care Assistant with Interior Health for 3 years in Kelowna. I am currently taking maternity leave till December 2022. I have a passion for helping others and providing a positive health care experience. My time is currently spent with my wonderful husband, son, and baby girl.



Practice Support Program

Through the Practice Support Program (PSP), doctors have the opportunity to practice more efficiently, focus on providing proactive care, and work towards adopting attributes of the patient medical home in BC. With doctors' schedules in mind, PSP's services are customized to meet each practice's needs.

PSP offers clinical and practice management learning opportunities and data-informed tools and resources—both supported by a team of practice improvement professionals including physician and MOA peer mentors. Supporting full-service family practices, PSP's customized and adaptable services are available to doctors and their teams directly in practices.

Whether doctors already know what kind of support they want or are looking to learn how their practices might benefit, PSP's team can help:

- Improve office workflow and/or clinical areas of practice.
- Create a plan of achievable tasks and timelines for practice improvements.
- Streamline access to PSP services, certification and compensation benefits.

PSP offers a variety learning opportunities. To allow doctors and their team to stay up to date in current practices and information. formats can include in-person sessions, online courses or a blend of the two.

Learning opportunities are:

- Short, flexible, and tailored to a practice's immediate learning needs.
- Interactive to help doctors maximize the value of their learning time.
- Multi-modal (online, in-person, blended) to work with doctors' schedules and learning preferences.
- An integration of themes: patient self-management, quality improvement, and team-based care.

Panel Management

Panel management is a process of proactively managing a defined population of patients, using EMR data to identify and respond to patients' chronic and preventative care needs.

Patient Experience Tool

The Patient Experience Tool surveys patients about their experiences and interactions with a family practice, including topics such as wait times, office hours, and coordination of care.

Giving physicians the opportunity to implement quality improvements in the practice.

EMR Functionality Assessment

This electronic assessment helps doctors understand how optimizing their EMR functionality can improve office efficiency and clinical practice. A fully functional EMR can help doctors:

- Streamline referral processes.
- Create automated clinical reminders.
- Manage practice revenue.
- Enhance patient access.



For Even More Practice Support, Features, opportunities and incentives, please visit [GPSC Practice Support Program](#)

Coach's Corner

Division Directive

Practice Support

Some divisions have implemented practical solutions to make everyday life in a physician's practice a bit easier. These programs help physicians improve operations and administration in their practices, and support them in practicing more efficiently.

For more specific information click

[here](#)

Patient Support

Divisions work with physicians, health authorities, and community stakeholders to support patients in a number of ways. These include specialized programs or initiatives to meet the needs of specific patient populations—including maternity and obstetrics, youth, frail elderly, and patients with mental health and substance use issues—as well as finding innovative ways to make communities safer and healthier.

For more information on specifics click

[here](#)

Physician Support

Several divisions lead physician wellness programs to ensure their member physicians experience greater professional satisfaction by participating in a division. These programs can include social events, professional development, and educational opportunities. Additionally, to support physicians in achieving better work-life balance, divisions are working to recruit physicians to provide primary care to residents in their communities, either as locums or as permanent physicians.

For more specific information click

[here](#)

Coming & Going

The Division has welcomed the following new members:

Tonya Bechenko, NP at Northhills Primary Care Centre

Dr Michael Bregoliss, FP locum

Dr Peter Gorman will be retiring

MOA Training & Educational Opportunities



Job Opportunities

Need an MOA or locum MOA?

Are you looking for an MOA to cover a vacation, or to hire someone new to join your office?

Maybe you're looking for a new position?

Try the links below:

- Full Service Family Practice MOA
- Full-Time MOA for General Surgeon's Office

[Kamloops MOA Discussion Board - Facebook](#)

[Kijiji - Moa Positions](#)

The Thompson Region Division of Family Practice hosts information about MOA job postings and relief/casual opportunities. [Check out our website for current opportunities.](#)

Free Courses:

PANEL MANAGEMENT TRAINING FOR MEDICAL OFFICE STAFF

The GPSC is now offering medical office staff the opportunity to take the Panel Management for Family Practice program through the University of Fraser Valley. The program will consist of 7 modules with a final capstone quality improvement project implemented in-practice. This program offers practical, skills-based training designed to meet the competencies of a panel manager including, basics of the patient medical home and primary care network, empanelment, registry-based care, pro-active and preventative care.

Next available course: September 2022 (TBA)

[PHSA Learning Hub Courses](#) a number of short courses in medical settings. The LearningHub provides classroom and online training services to learners at six BC health organizations and HEABC-affiliated organization

[Open Educational Resources](#)

courses in history, arts, mathematics, law and more.

[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.

Courses With A Fee

[CHA Learning](#) Advance your knowledge and skills in Canadian healthcare! [CHA Learning](#) offers high quality online programs and courses in a variety of categories to help you be successful in your health leadership career.

[Global Health](#) - a variety of online courses

AWARENESS PREVENTION SECURITY WEBINAR

Two upcoming Human Safety Optimization webinars, hosted by Doctors of BC's

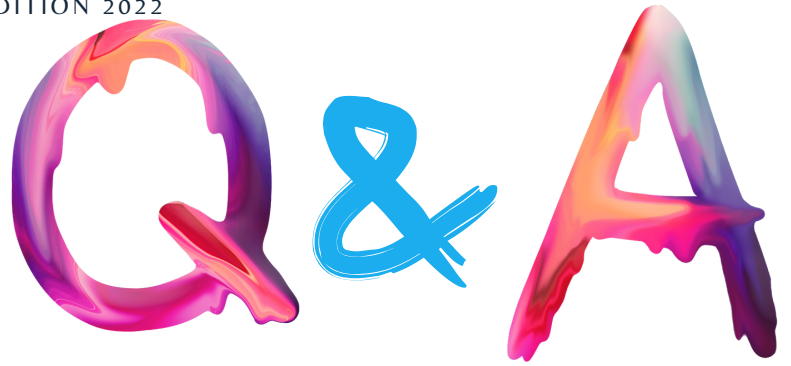
New [Business Pathways](#) initiative, are open for registration. The webinars discuss methods for preventing physical and online threats and attacks.

- Thursday, March 10 from 5:30–7:30 p.m. [PT. Register.](#)
- Thursday, April 28 from 7–9 a.m. [PT. Register.](#)

More information: Recording of a previous session and a [tip sheet \(PDF\)](#) summarizing key takeaways.



Dear MOA support



Q: Is Orchards Walk Clinic a walk-in clinic?

A: No For a full description of services please visit their website: [STEPS](#)

Q: Where do we send patients that are looking for a family doctor?

A: Have the patient call 811 to be put on the list of current patients seeking a family physician. Ask them to visit the "[Pathways Medical Directory](#)". If they require medical attention, ask them to call Either Kinetic Energy or Primary Urgent Care, or direct them to one of the virtual doctors (a list is included in this newsletter) , to book an appt. Of course for more urgent matters, to the Emergency Room at the hospital nearest to them.

Q: What is the procedure to closing a practice?

On Behalf of the patient: Physicians are required to notify patients directly through one or more channels: letter-mail, email, telephone, or in-person at a scheduled appointment. Three months is considered appropriate.

Physicians must make arrangements for either the retention or transfer of patient medical records, and to notify patient of the method to which they may obtain their records.

Physician must identify their patients who are under acute, active treatment, and make reasonable efforts to place them, which must be documented, and arrange follow up for any outstanding reports

For a Full Scope of leaving the practice please visit:

[Leaving Practice](#) - College of physicians and Surgeons:

[Leaving your Practice](#) - Doctors of BC

[MEDICAL RECORDS](#) - College of physicians and Surgeons

Send in YOUR question!
connie.d.walker@gmail.com

Public Health



COVID-19:

For All COVID-19 updates visit
[BC COVID-19 UPDATE](#)

[Additional Covid Information](#)

- [Orders and notices](#)
- [Guidance](#)
- [Letters and statements](#)

COVID-19 information line:
1-833-784-4397

**Public Health News and
Headlines**
visit their [Science Daily News Reports](#)

CANADIAN PUBLIC HEALTH ASSOCIATION

An independent national voice and trusted
advocate for public health, speaking up for
people and populations to all levels of
government.

History of Public Health

A Canadian History

(a very interesting piece)

Exploring the evolution of public health from its
early foundation before Canada was a country until
1986, when the Ottawa Charter for Health
Promotion launched what many considered to be a
new era in public health. During this time span,
numerous public health milestones were achieved
through organized community efforts to promote
health and to prevent disease and injury, which have
always been at the core of public health
(Canadian Public Health Association 2010)



March Is Nutrition Awareness Month



[Dietitians of Canada](#)
webpage

[Online Dietitian / nutrition courses \(fee\)](#)
there are a range of courses available.

[Eating Well](#)
special diets,
and meal planning

[Recipe ebook](#)
free recipe book filled
with nutritious
and
delicious options



Billing Basics



www.gpsc.bc.ca
GPSC
General Practice Services Committee

GPSC Billing Education
Session 1: MSP BASICS
Get Comfortable with Daily Billing

GPSC Portal Codes

Community Longitudinal Family Physician (CLFP)	Locum CLFP	Long-term Care
14070	14071	14072

www.gpsc.bc.ca
GPSC
General Practice Services Committee

GPSC Billing Tips
Minor Diagnostic & Therapeutic Procedures

Visit these Webinars
for a refresher



Billing Links

- *MSP Billing Scdule
- *Diagnostic Code Descriptions (ICD-9)
- *GPSC- incentive billing support
- *Uninsured Services Fees
- *MSP Holidays & Close-Off Dates
- *MSP location codes (new)
- *ICBC Billing
- *WCB Billing

MSP Contact Info

Phone / Fax/ Mail

Teleplan Support Centre

WEBPAGE: Practitioner & Professional Resources

MSP Cutoff dates



March

S	M	T	W	T	F	S
			1	2	3	4 5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Physicians' 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 Strathcona Terrace Kamloops BC V2C 1B9
- Dr. Stinson - Fax to RIH (250-314-2354)
- Dr. Wilson - Mail request to:
1620 Farnham Wynd Kamloops BC V2E 1L7
- Dr. Zsigmond - fax to RIH (250-314-2354)

- Summit Medical Clinic - Fax to : (250-851-8969)
(Dr De Kock)
- Northshore Walk In - Interior Vault
- Urgent Care Walk In Clinic - Medrecords

- INTERIOR VAULT: PH: 250-372-1897 FAX: 250-372-2019
- MEDRECORDS : medrecords.ca
(pt is to go directly to the webpage to request their own charts)

For additional information and to find Physicians' charts, not listed here, [contact](#) the College of Physicians and Surgeons



New and Upcoming To Family Practice

New PaRx & Parks Canada Collaboration

Thanks to a new partnering agreement between Park Prescriptions (PaRx) and Parks Canada, doctors can help improve patient health by prescribing time in a national park, national historic site, or national marine conservation area.

PaRx has been endorsed by major health partners like BC Family Doctors, Saskatchewan Medical Association, Nurse Practitioners Association of Manitoba and Ontario College of Family Physicians, and is collaborating with local teams to launch in every province and territory across the country. Featuring practical, evidence-based online resources like quick prescribing tips and printable fact sheets, as well as an achievable green-time target of “2 hours per week, 20+ minutes each time,” PaRx aims to make nature prescriptions easy and effective for both prescribers and patient

For more information,
please check out the
[Park Prescriptions \(PaRx\) website](#)



Helmcken falls, Wells Gray Provincial Park



Clinical Connections

RAE FAWCETT
BREAST HEALTH CLINIC

In 2022 an estimated 27,000 Canadian women will be diagnosed with breast cancer and 5,000 will die of it. Breast cancer accounts for approximately 25% of new cases of cancer and 13% of all cancer deaths in Canadian women. 1 in 8 women are expected to develop breast cancer during her lifetime and 1 in 33 will die of it.

For a screening clinic near you, [click here](#)

It is extremely important for regular mammogram screenings, (40 years+) and self exams. If you experience any changes in your breast, no matter how big or small, how noticeable or not, or how insignificant you may feel, please see your family physician.

A clinic for women and men with a new lump or a new change in their breast. The clinic has a team of health professionals who have special training in the care and treatment of the breast. The goal of the clinic is to see patients as quickly as possible and find the reason for the change in the breast and provide efficient quality care.

Please note:

A change in your breast does not mean there is something "wrong" or that you have breast cancer. 90% of lumps are not cancer.

Royal Inland Hospital
311 Columbia St.
Kamloops, B.C.
250-314-2100 ext. 3832

For appointment information and/or rescheduling, please call the Diagnostic Imaging Booking Clerk:

Monday - Friday
7:30 a.m. - 3:30 p.m.
Phone: 250-314- 2100 ext. 2414

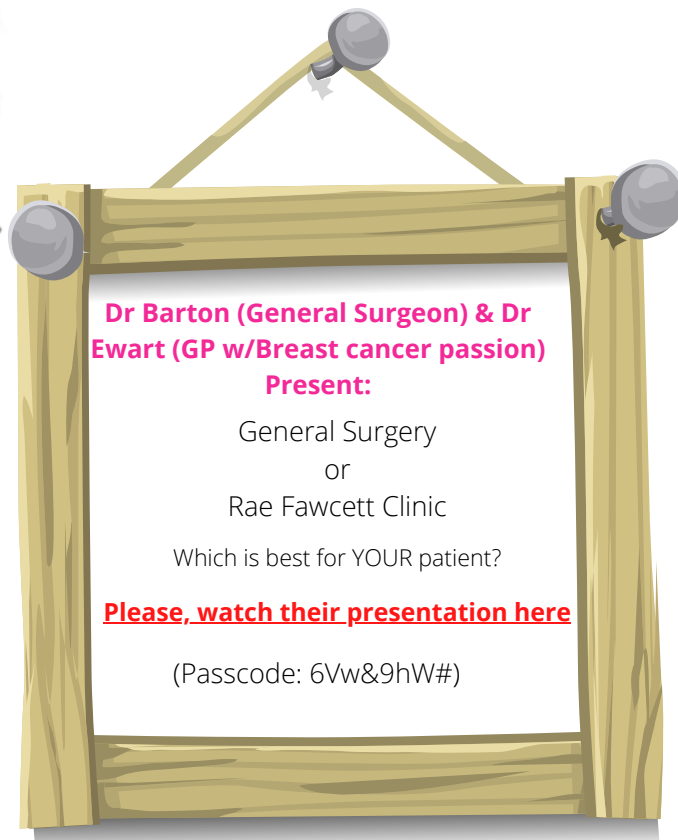


We are located in the Clinical Services Building (see star on map), level **CSB 1**, in the **Medical Outpatient** wing, next to the TRFO Maternity Clinic. **Clinic # 4**



What the patient can expect

The patient will get a call from diagnostic imaging booking clerk at RIH, who will give directions for when and where, with whom. Some tests may be required, which the doctor or nurse will review with the patient. A biopsy may be recommended. If so a nurse will provide more information and the biopsy may be offered within a few days. As all the results are available they will be explained to the patient and will be sent to the family physician.



Dr Barton (General Surgeon) & Dr Ewart (GP w/Breast cancer passion)
Present:

General Surgery
or
Rae Fawcett Clinic

Which is best for YOUR patient?

[Please, watch their presentation here](#)

(Passcode: 6Vw&9hW#)

Virtual Clinics Resource Centre

**All of the following are covered by MSP
(with a valid health care number)**

PLEASE NOTE: there may be a no show fee as well as administrative for forms, notes, etc.

- **NorthShore Virtual Clinic**

517 Tranquille Rd
250-376-9991 - every day

- **Kipp-Mallery**

755 McGill Rd
236-425-0025 ext 4

- **Virtual Clinic**

online@virtualclinics.ca

- **Virtual Physician at Healthlink BC**

call 811, a nurse will assess the patient ,
and decide the best options.

- **Rocket Doctor**

online @ rocketdoctor.ca

- **Kleo's iMedicine**

online @ imedicinecanada.ca

- **Walkin Virtual Clinic**

online@ walkinvirtualclinics.com

- **Viva Care**

online at vivacare.ca

- **Maple**

online@ getmaple.ca



Disaster Preparedness

**As many felt , and still feel the effects of flooding, fire, and drought from 2021.
Being prepared for the unexpected is inevitable.**

Build a Kit

At a minimum, you should have the basic supplies listed below

1. Water: one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
2. Food: non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)
3. Flashlight
4. Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
5. Extra batteries (Similar item available in the Red Cross Store)
6. Deluxe family first aid kit
7. Medications (7-day supply) and medical items
8. Multi-purpose tool
9. Sanitation and personal hygiene items
10. Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
11. Cell phone with chargers (Similar item available in the Red Cross Store)
12. Family and emergency contact information
13. Extra cash
14. Emergency blanket
15. Map(s) of the area

Consider the needs of all family members and add supplies to your kit:

1. Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc)
2. Baby supplies (bottles, formula, baby food, diapers)
3. Games and activities for children
4. Pet supplies (collar, leash, ID, food, carrier, bowl)
5. Two-way radios
6. Extra set of car keys and house keys
7. Manual can opener

Additional supplies to keep at home or in your survival kit based on the types of disasters common to your area:

1. Whistle
2. N95 or surgical masks
3. Matches
4. Rain gear
5. Towels
6. Work gloves
7. Tools/supplies for securing your home
8. Extra clothing, hat and sturdy shoes
9. Plastic sheeting
10. Duct tape
11. Scissors
12. Household liquid bleach
13. Entertainment items
14. Blankets or sleeping bags

Create Your Emergency Plan

With your family or household members, discuss how to prepare and respond to the types of emergencies that are most likely to happen where you live, learn, work and play.

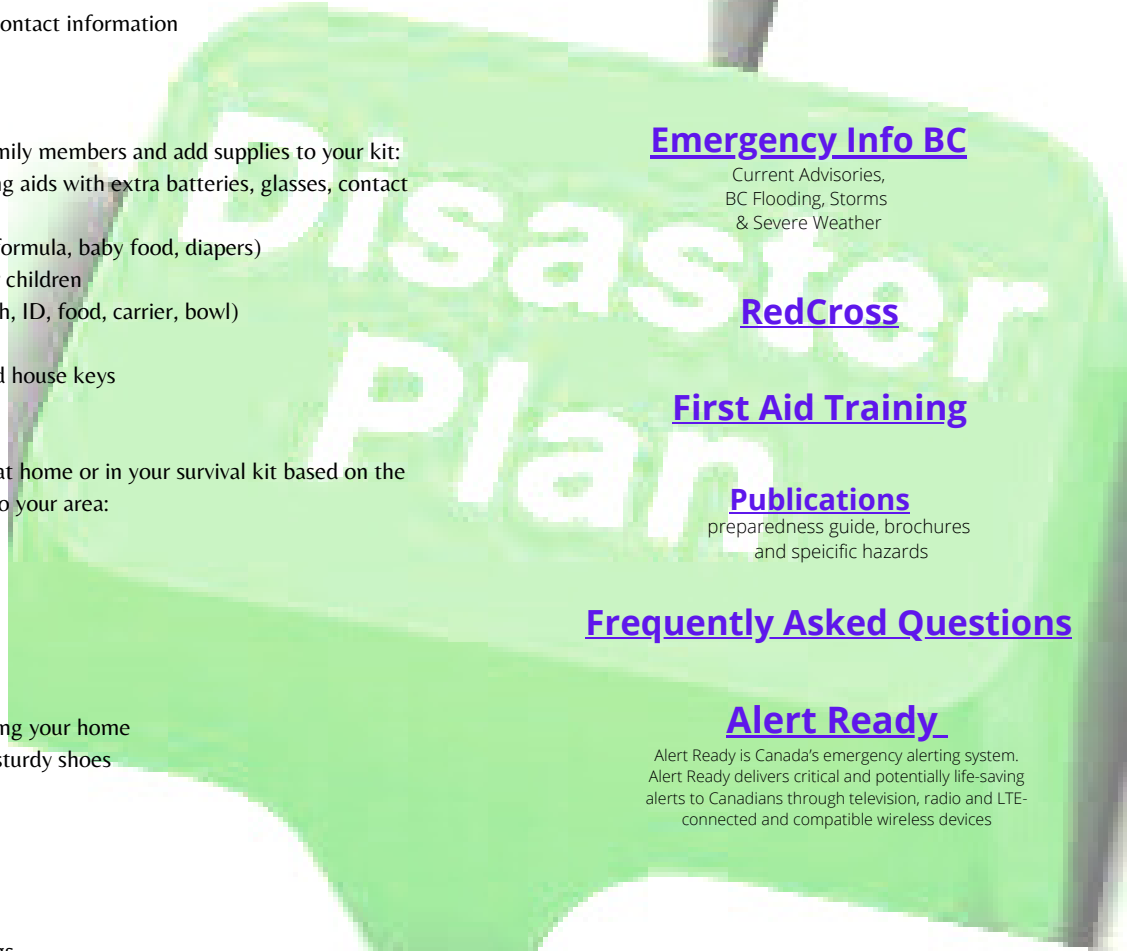
Identify responsibilities for each member of your household and how you will work together as a team.

Practice as many elements of your plan as possible.

Be Informed

Learn the types of disasters or emergencies that may likely occur in your area. These events can range from those affecting only you and your family, like a home fire or medical emergency, to those affecting your entire community, like an earthquake or flood.

Listen to broadcasts, radio, television, social media



[Emergency Info BC](#)

Current Advisories,
BC Flooding, Storms
& Severe Weather

[RedCross](#)

[First Aid Training](#)

[Publications](#)

preparedness guide, brochures
and specific hazards

[Frequently Asked Questions](#)

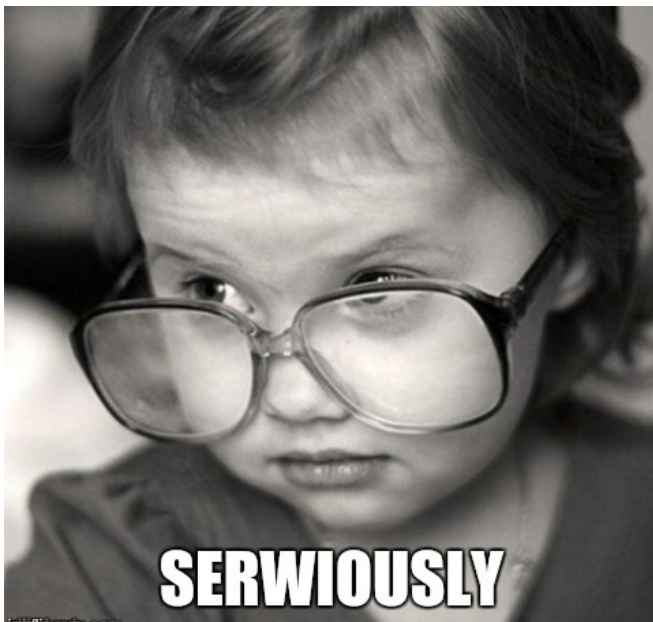
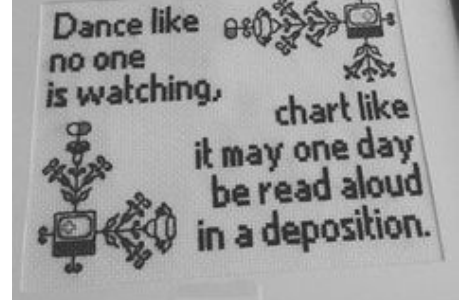
[Alert Ready](#)

Alert Ready is Canada's emergency alerting system. Alert Ready delivers critical and potentially life-saving alerts to Canadians through television, radio and LTE-connected and compatible wireless devices

Just for the Laughs



THINGS I DID ON PEDIATRICS



USEFUL WEBSITES

BC Children's Hospital

[All Services](#) [Contacts](#)

BC Centre For Disease Control

BC Drug and Poison Information Centre

BC Surgical Wait Times

Division of Family Practice

(Thompson Region)

physician, community, and MOA support

Doctors of BC

help managing your practice, including billing information, collaborative allies, physician contracts, plus news and events.

First Nations Health Authority

HealthlinkBC

Fact sheets about public health and safety.

ICBC

Interior Health

Your connection to physician information, public health information, etc.

New and NOT SO improved

Kamloops MOA Discussion Board

(Facebook)

Where MOAs hangout and swap information, including job opportunities

Kamloops & Area MOA Community Portal

This is a great space to connect with other MedAccess users across the Kamloops area. Share ideas, ask questions, share & request specific templates easily! There is already many great resources uploaded for you to benefit from. You can also turn on notifications to receive updates when new posts are added.

LifeLabs

Pathways

Pathways is an online resource that provides physicians and their office staff/teams quick access to current and accurate referral information.

Red Cross

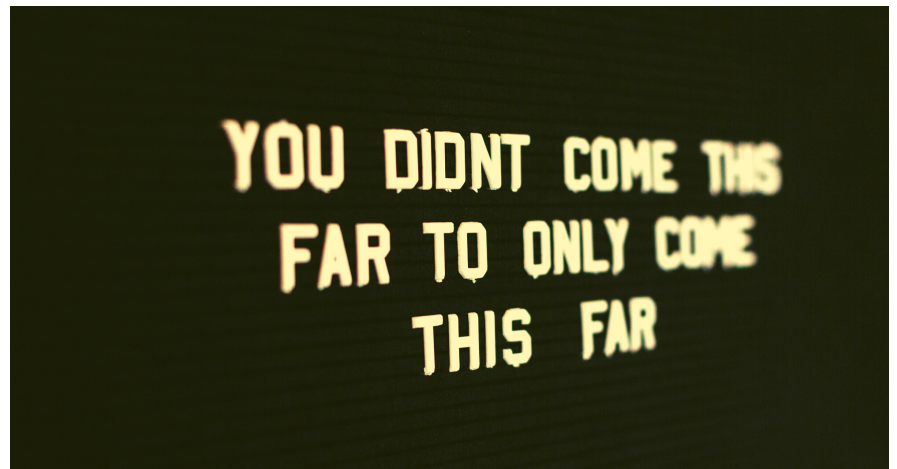
Equipment Loan Program

Regional Health Authority and City list

Specialist Services Committee (SSC)

The Specialist Services Committee (SSC) works on behalf of specialist physicians

WorkSafe BC



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

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

Email Connie : almost-anything@outlook.com