

MOA Quarterly Newsletter

The Role of Medical Office Assistants During the Pandemic: A Day in the Life of an MOA

Scheduling, cleaning, and taking vitals, brings a whole new set of precautions. Working through an unknown virus and keeping everybody healthy, especially yourself and your family.

The usual duties had evolved to act like gatekeepers of the office.

Triaging and screening patients had become a normal first interaction. Sterilizing waiting rooms, examining rooms and washrooms, took on a whole new meaning. PPE was a first line protection against a virus in its infancy and although with some resistance from patients, we all perseverated. More detailed charting was needed, and more support was required to meet the increased demand.

There were extreme pressures of the fear of dragging that ugly germ home to our families, but still, we got up the next day to do the job that needed to be done.

Although the pandemic has eased, there still remains remnants and variants of Covid 19, and many precautions remain.

The Few, The Strong, The Brave

That's the life of an MOA

BE PROUD!!



Coach's Corner



As you may know, the Practice Support Program (PSP) has recently shifted from Interior Health over to the Doctors of BC. We are excited to share that Joanne Styles and Chelsey McKinney will continue in a Practice Improvement Coach role with the Doctors of BC to support you, the physicians and your clinic team.

As part of PSP's evolved service model, physicians will have access to practice support expertise from across the PSP provincial team, which will link more closely with Doctors of BC's primary care transformation partners and engagements partners.

Additionally, there are new coach roles with specialized skills in team based care, health technology, and panel management plus the overall focus on supporting quality improvement in practice. Coaches across the team will be assigned to support physicians and practice teams according to the practice's needs.

More information can be found [here](#).

Contact:

Jo Styles: jstyles@doctorsofbc.ca

Chelsey McKinney: cmckinney@doctorsofbc.ca

Doc of BC virtual engagement

THE FUTURE OF PRIMARY CARE

Feedback from New-to-Practice Family Physicians and Family Practice R2 Residents - Virtual Engagement Session

The Goal of Engagement:

In July 2022, new-to-practice family physicians and recent family practice graduates were invited to participate in a Doctors of BC's virtual consultation session on the Future of Primary Care. DoBC wanted to hear about the challenges and barriers they are facing when considering a career in longitudinal family practice, and resources and supports they need before committing to a practice or providing locums.

Discussions included:

Challenges and barriers in longitudinal family practice
Solutions, resources and supports for longitudinal family practice
Payment models and supports for locum coverage

[Click here for the engagement summary](#)



Truth & Reconciliation in health care

A symbolic art print is now available to honour your commitment to providing culturally safe health care for Indigenous patients in BC.

As a representation to the commitment that Doctors of BC and the Joint Collaborative Committees have made towards Truth and Reconciliation, they have commissioned Indigenous artist s̓táməxʷ (Rain Pierre) to design an art print that can be displayed in medical offices across British Columbia in order to create a welcoming space for Indigenous patients. This artwork is meant to inspire conversations, show support, and signify the importance of culturally safe care.

"The Light of Irene" is now available to every doctor and medical practice in British Columbia. A symbol of belonging and safety, displaying this piece in your practice is one way to show you are committed to the provision of culturally safe health care for your Indigenous patients.

[Complete the request form to have a print mailed to your practice or office.](#)



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. The concept is simple: better information about patients leads to better care for patients.

The phases of panel management is a framework designed to support doctors as they work to provide longitudinal, proactive care to their patients. An accurate panel means doctors can easily track billings, improve their workflows, improve communications with patients, and maintain a better work-life balance.

The three-phase approach to panel management helps doctors:

1. Improve practice workflow efficiencies.
2. Identify others who can help family doctors care for their patients.
3. Inform and plan proactive care.

Family practice teams can receive payment for up to 15 hours in total to participate in each phase of panel management. Once three phases have been completed, family doctors will receive a \$3,000 bonus payment.

For More Information: [Visit the site](#)

Physicians' Alley

New and Upcoming

New research finds blood tests can predict severe outcomes of **brain injury**.

Simple blood tests taken on the day of a traumatic brain injury (TBI) can predict with fairly high reliability which patients are likely to die and which are likely to survive with severe disability.

The Galleri Test: A New Blood Test for Cancer Screening

Now, thanks to the Galleri test, there's a game-changing technique to catch more than 50 kinds of cancer in one simple blood test.

Coming and Going

JOINING PHISICIANS

- Dr. Tonya-Leah Watts, Year 1 resident and part of the new resident cohort
- Dr. Ben McNiven, Year 1 resident and part of the new resident cohort
- Angela Smith, RM, practicing at Mighty Oak Midwifery
- Dr Goke Oyetola (GP) as most will know has opened his practice in the new IDA on Tranquille. At this point, he is still accepting patients, who require to stop by and pick up an application form.
- Dr Adeosun (Family Doctor from Ashcroft) will be taking over Dr. Malan's practice in Tudor Village, late fall.
- Dr Hasan will be replacing Dr Adeosun in Ashcroft in September
- Dr Rita Chuang - New OBGYN
- Dr Trevor Champagne - New dermatologist

MOVING PRACTICE:

- Dr Wroz is moving his practice to Salmon Arm, mid October.

CLOSING PRACTICE:

- Dr Visser closing practice Oct 14th 2022
- Dr Carol Ward - [read her letter here](#)



MOA Training & Educational 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)

Sprott Shaw College

is accepting applications for their Medical Unit Clerk **Government Funded** – Interior Program

Learning objectives:

- Perform receptionist duties such as greeting and checking in patients.
- Manage and coordinate the scheduling of appointments.
- Compile patients' charts and transcribe physicians' orders.
- Prepare birth and/or death certificates.
- Record vital signs.
- Complete the admission, pre-operative, and post-operative procedures

To apply go to <https://sprottshaw.com/muc-interior/>

This is a \$10,000.00 savings!!



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:

[Kijiji - Moa Positions](#)

[MOA JOBS on Indeed](#)

[The Thompson Region Division of Family](#)

[Kamloops MOA Discussion Board - Facebook](#)

[BCJOB\(MOA\)](#)

[WorkOpolis \(MOA\)](#)

[Canadian Centre for Occupational Health](#)

Webinars and Podcast



Webinar | Preventing physical and online attacks

[Business Pathways](#), a Doctors of BC program that helps physicians navigate the operational side of running a practice, is once again offering a webinar to support members who may be facing physical violence, data breaches, and/or abuse on social media.

“Human Safety Optimization Training”

[Recording of a previous session](#)

[Webinar summary tip sheet](#)

[DocTalks podcast episode](#)

[Difficult Patient](#)

[Webinar](#)

[YouTube](#)

[Keeping Your](#)

[Cool](#)



Information Centre



Canadian Radio-television and Telecommunications Commission (CRTC) have announced a nationwide 3-digit suicide prevention hotline launching next year

988 will be available nationwide and around the clock.

Canadians who need immediate mental health crisis intervention will be able to text or call 988 and obtain counselling in the fall of next year.

Starting at the end of November 2023, calls and texts to 988 will be directed to a mental health crisis or suicide prevention service, free of charge, once the number is implemented by telephone and wireless service providers.

“The implementation of 9-8-8 as an easy-to-remember three-digit number will help reduce barriers to mental health and suicide prevention resources.



Check out the following articles:

[canadians-are-getting-a-988-mental-health-crisis-line-but-who'll-be-picking-up-the-phone](#)

[canada-to-launch-988-mental-health-crisis/](#)

[bc-crisis-line-network-says-staffing-a-priority-for-988-dialling-code](#)

GET HELP NOW

Crisis lines in BC and Canada



Resource Support



Check it out

British Columbia Social Services & Resources

Find over 1966 housing resources, 2867 mental health resources, 1378 food support services, 2288 recreational services, 5261 education programs, and more in British Columbia.



Kamloops Pride

Is a non-profit organization supporting people who identify with the 2SLGBTQPIA+ community. This includes: Two-Spirit, Lesbian, Gay, Bisexual, Trans, Queer/Questioning, Pansexual, Intersex, and Asexual/Agender individuals living in the Kamloops region.



People's Law School is a non-profit society in British Columbia, dedicated to making the law accessible to everyone. We provide free education and information to help people effectively deal with the legal problems of daily life.



Students

- MERCK Manuals
- PUB med

Kids Quest

The CDC's Kids' Quest site provides basic facts on mental disorders, like ADHD, Autism and Tourette Syndrome, and physical impairments, like vision and hearing loss, to make them understandable to tweens.

What's in the News

Roe v. Wade - Canadian Impact

Canadian experts say that striking down Roe v. Wade is a devastating setback to reproductive rights with potentially wide-reaching implications. Outlawing abortion won't stop people from terminating pregnancies, but it will make it riskier and more expensive, said Roopan Gill, an OB-GYN with Médecins Sans Frontières and the University of Toronto. "The people who are going to suffer most from this are not wealthy, white, cis-hetero women. It's going to be Black women, people of colour, people with low-socioeconomic status, LGBTIQ."

VISIT : [CMAJ](#), for more information

News Sites

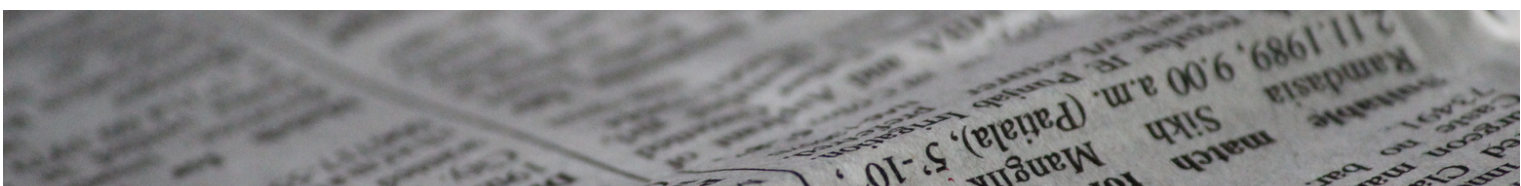
[Medscape](#)

[Health Canada](#) (Global News)



[CMAJ News](#) Canadian health professionals and patients, written by journalists and edited by both a news editor and a physician expert in medical publishing.

[Medbroadcast](#)



Patient Chart Retrieval

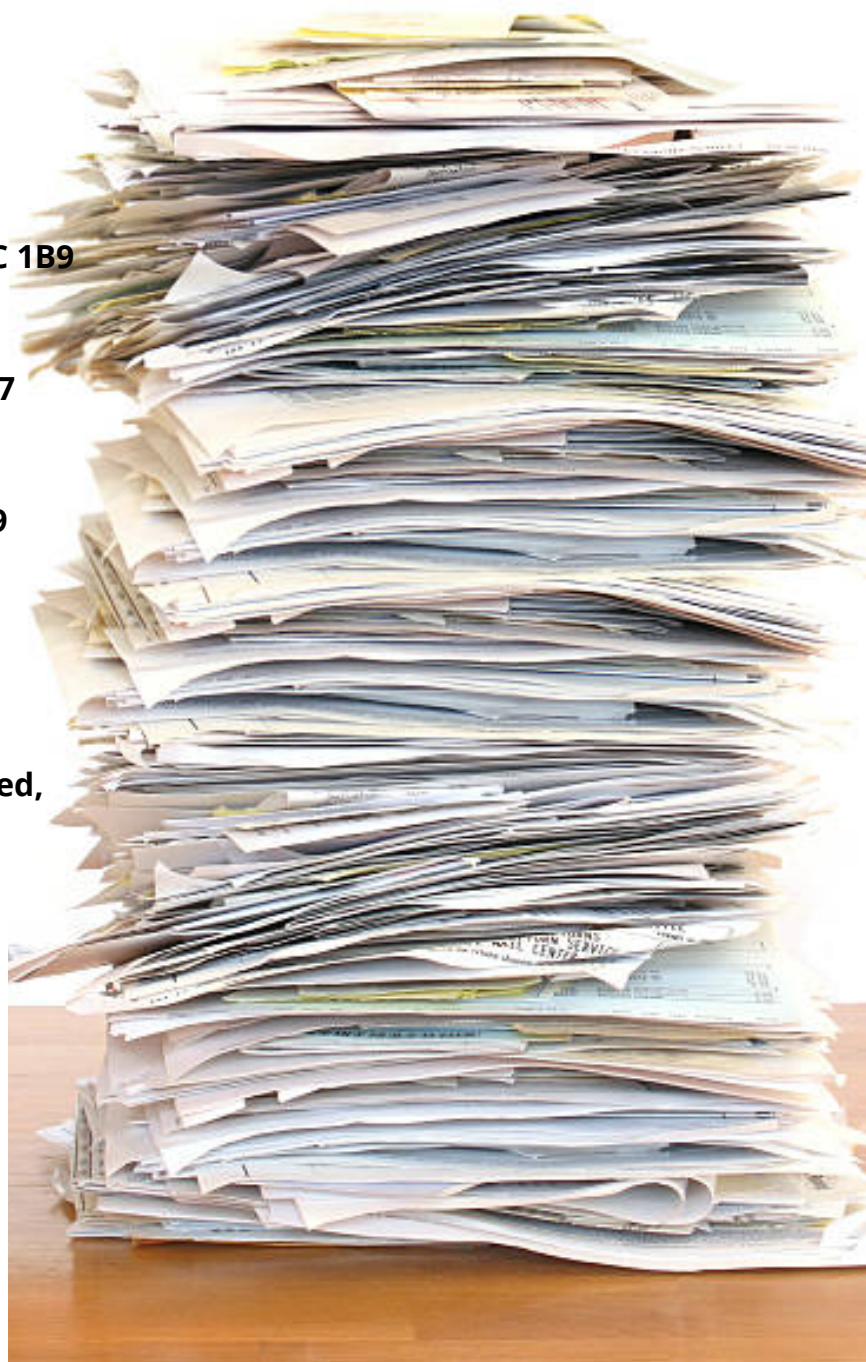


- Dr. Anders - medrecords
- Dr. Anderson - medrecords
- Dr. Burris - Mail - 1-2030 Van Horne Dr
- Kamloops BC VIS 1P6
- Dr Gorman, Peter - Pt to Email: gormanpeter56@gmail.com - w/Full name and current address
- Dr. Haughin - Patient MUST send \$35.00 with the request to 1813 Cathedral Ct Kamloops BC V2E 2A9
- Dr. Howie - Fax request to : 250-376-2282
- Dr. Junkin - Interior Vault
- Dr. Koochin - medrecords
- Dr. 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
- Baybylon Telus Health - Fax request to 1-604-259-3247 (they will fax individual consults immediately, if a full chart is requested, they will have the patient sign a release prior to sending to you)

- 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.



Dear MOA support

Referral Questions

- Is Telus Health and other Virtual Doctors able to make referrals to TRFO?
YES. Virtual Clinics are able to refer to all Allied Health
- Can a referral come from out of province, vise versa?
YES.
Check the situations listed in the General Preamble along with the appropriate MSP billing number
- Can a referral come from out of the Country?
NO.
- Can referrals be made by non-medical practitioners?
YES.
 - chiropractor, for orthopaedic consultation;
 - midwife, for obstetric or neonatal consultations;
 - nurse practitioner;
 - optometrist, for ophthalmology consultations;
 - optometrist, for neurology consultations for suspected optic neuritis or amaurosis fugax or anterior ischemic optic neuropathy (AION) or stroke or diplopia;
 - oral/dental surgeon, for diseases of mastication;
 - registered nurse or registered psychiatric nurse, for addiction medicine or psychiatry consultations for substance use conditions;
 - podiatrist, for orthopaedic consultation



Billing Basics

Month	Close-off	Remittance Available	Payment Date
September 2022	2nd & 19th	13th & 27th	15th & 29th
October 2022	3rd & 19th	12th & 27th	14th & 31st
November 2022	2nd & 18th	10th & 28th	15th & 30th
December 2022	5th & 16th	13th & 28th	15th & 30th

MSP REJECTIONS AND HOW TO FIX THEM

MSP BILLING GUIDE

MSP BILLING GUIDE TO CHRONIC-DISEASE MANAGMENT and CDM INSENTIVES

Over-age Claims Submission of Claims over 90 days

Billing Links

- *MSP Billing Schedule
- *Diagnostic Code Descriptions (ICD-9)
- *New fees, Deleted Fees, Amended fees, Rule changes, temporary fees
- *GPSC- incentive billing support
- *Uninsured Services Fees
- *MOA billing guide
- *MSP Holidays & Close-Off Dates
- *MSP Contact Info
- *MSP location codes (new)
- *Teleplan Support
- *ICBC Billing
- *WCB Billing
- *WEBPAGE: Practitioner & Professional Resources

Public Health

BCCDC UPDATES

COVID update

Getting a Vaccine

Ask BCCDC

INFLUENZA Season 2022/2023

Monkeypox is a rare disease caused by infection with the monkeypox virus. Monkeypox virus is part of the same family of viruses as variola virus, the virus that causes smallpox. Monkeypox symptoms are similar to smallpox symptoms, but milder, and monkeypox is rarely fatal.

Learn more about [monkeypox - Canada](#)

Learn more about [monkeypox - U.S](#)

Learn more about [monkeypox - World](#)

MONKEYPOX

VISUAL EXAMPLES OF MONKEYPOX RASH



October Health Awareness



Dyslexia

“Dyslexia is defined as an unexpected difficulty in learning to read. Dyslexia takes away an individual’s ability to read quickly and automatically, and to retrieve spoken words easily, but it does not dampen their creativity and ingenuity.”

Dyslexia is hereditary, it runs in the family. Rest assured that dyslexia is not something that was caused by bad parenting, lack of access to reading materials, or because a child is lazy or not trying.

As a matter of fact: dyslexics have certain talents, which are shared by many famous dyslexics who are considered to be geniuses.

1. They can utilize the brain’s ability to alter and create perceptions (the primary ability).
2. They are highly aware of the environment.
3. They are more curious than average.
4. They think mainly in pictures instead of words.
5. They are highly intuitive and insightful.
6. They think and perceive multi-dimensionally (using all the senses).
7. They can experience thought as reality.
8. They have vivid imaginations.

Read More

[Dyslexia Canada](#)

[Myths and Misconceptions](#)

Albert Einstein, Stephen Hawking, Leonardo da Vinci, and Pablo Picasso possessed some of the greatest minds and talents in history and they were dyslexic.



November Health Awareness

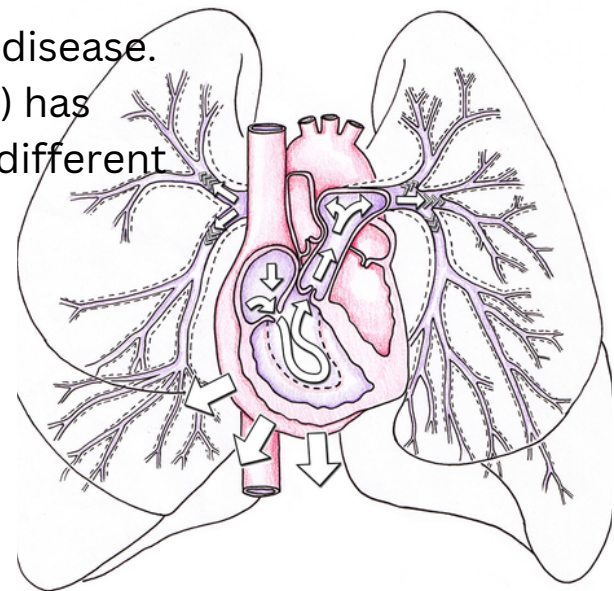


Pulmonary Hypertension



A Month Dedicated to PH Awareness
 Celebrated annually throughout the month of November, PH Awareness Month is an international event that raises awareness of pulmonary hypertension (PH). People living with PH worldwide, along with their loved ones and care providers, unite to raise awareness of the condition and the need for earlier diagnosis, more effective and accessible treatments, and—ultimately—a cure.

- In most cases, PH is associated with another medical condition that may trigger the development of PH in the lungs [Click here](#) for a list of common illness'
- Pulmonary hypertension (PH) is not a single disease. In fact, the World Health Organization (WHO) has identified [five distinct groups](#) based on the different causes of PH, and how the PH is treated
- [Frequently asked Questions](#)
- [Visit PHA Canada](#)



December Health Awareness

Mindfulness



Women's Brain Health Initiative (WBHI) helps protect women's brain health by focusing its resources on research to combat brain-aging disorders that disproportionately affect women, and by creating compelling preventative health education programs, grounded in science, so there is a greater understanding by the public of the best ways to prolong their cognitive vitality.



United Nations

Human Rights Day
10 December



Human Rights Day is observed every year on 10 December – the day the United Nations General Assembly adopted, in 1948, the Universal Declaration of Human Rights (UDHR).

The UDHR is a milestone document, which proclaims the inalienable rights that everyone is entitled to as a human being - regardless of race, colour, religion, sex, language, political or other opinion, national or social origin, property, birth or other status. Available in more than 500 languages, it is the most translated document in the world.

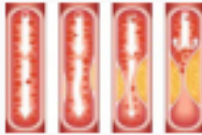
Visit "[United Nations](#)"

Explore the [Initiatives](#):



Just For Fun

Because Everyone wants a quiz through the holidays



Medical Terminology Quiz: Myocardial Infarction

Check your knowledge of six medical terms associated with the cause and symptoms of myocardial infarction (heart attack).



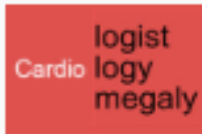
Misspelled Medical Terms Quiz

Misspelling medical terms may be a habit. Therefore, hard to break. Becoming aware of commonly misspelled medical terms may help.



Brand and Generic Drugs - A Medical Terminology Quiz

Is ibuprofen the same as Advil? Take the quiz and check your knowledge of ten commonly used drugs.



Medical Terminology: Medical Suffixes Quiz

What's the difference between arthritis and arthralgia? The answer is in the suffix. Knowing even a few suffixes can unlock the meaning of many terms.



Medical Terminology Quiz: Dermatology

The Integumentary System is composed of the skin, glands, hair, and nails. The skin is the largest organ of the body.



Medical Terminology Quiz: Urinary System

How well do you know the medical terms for the urinary system? Take the quiz and find out.



Medical Terminology Quiz: The Common Cold

Can you identify the medical terms for symptoms of a common cold? Some are headache, fever, sore throat, and runny nose.



Medical Terminology Quiz: Endocrine System

The terms diabetes or thyroid gland are used in everyday language, but what about other terms related to the endocrine system?

They said it would be fun.....