

# MOA Quarterly Newsletter



## Thankful for progress

The first surgical techniques were developed to treat injuries and traumas. A combination of archaeological and anthropological studies offer insight into much earlier techniques for suturing lacerations, amputating unsalvageable limbs, and draining and cauterizing open wounds. Some Asian tribes used a mix of saltpeter and sulfur that was placed onto wounds and lit on fire to cauterize wounds; the Dakota people used the quill of a feather attached to an animal bladder to suck out purulent material; the discovery of needles from the Stone Age seems to suggest they were used in the suturing of cuts (the Maasai used needles of acacia for the same purpose); and tribes in India and South America developed an ingenious method of sealing minor injuries by applying termites or scarabs who bit the edges of the wound and then twisted the insects' neck, leaving their heads rigidly attached like staples. YIKES!

The oldest operation for which evidence exists is trepanation, in which a hole is drilled or scraped into the skull for exposing the dura mater to treat health problems related to intracranial pressure and other diseases.

Imagine all the surgeries with little to no anesthesia!

The Renaissance saw significant advances in anatomy and surgical technique. However, despite all this progress, surgery remained a treatment of last resort. Before the invention of ether and chloroform in the early 1800's the surgery was a traumatically painful procedure and surgeons were encouraged to be as swift as possible to minimize patient suffering. Many patients with surgical disorders chose certain death rather than undergo surgery. *Wiki*

## Trepanation



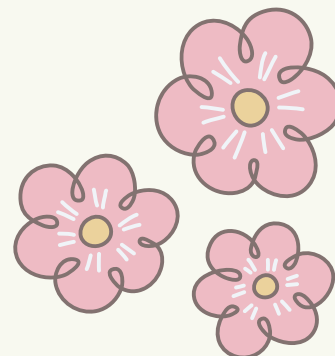
Trepanation is the ancient process of drilling a hole into one's head for medical reasons. Used usually to cure seizures and migranes. It was also seen as an extreme form of body modification in ancient cultures. Some still practice it to this day. [@snapitzhorror](#)

that face though

## What's inside This Edition

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- Just So you Know - Fun Facts

# Peers Support Peers



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 @ [jstyles@doctorsofbc.ca](mailto:jstyles@doctorsofbc.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



# Physician's Corner

## Spoken interpretation services available to community specialists | SSC (sscbc.ca)

POSTED ON JAN 24, 2023

Over the course of 2022, spoken language interpretation services have been well-received by specialists practicing in community offices with 19 different specialties accessing this service for a combined monthly average of 50 hours across a multitude of languages, with the most popular languages being Mandarin, Arabic, Vietnamese, Punjabi, Cantonese, and Korean. This usage has proven the need for ongoing financial and administrative support. If you work within a health authority site, this service can be accessed through your health authority process at no cost to yourself.

To further support the care of patients in the community office setting and to support access to the Spoken Language Translation, the CBS Working Group has now approved a pilot to expand this service to office-based allied health teams.

[Click Here to find out how members of the office team can connect with an interpreter:](#)

# Supporting Specialists



## Dinner Event for Community- Based Specialists

Save the date!

If you are a Community-Based Specialist physician, please join our dinner engagement event to network, make new connections, and discuss the future of your collective voice in BC's health care system, with colleagues from different specialties and communities across BC!

- When: Wednesday, April 26, 2023, 5:00pm to 7:00pm
- Where: The Westin Bayshore, 1601 Bayshore Dr., Vancouver, BC V6G 2V4

For More Information visit: [SSCBC](#)

[REGISTER NOW](#)

HOLA!

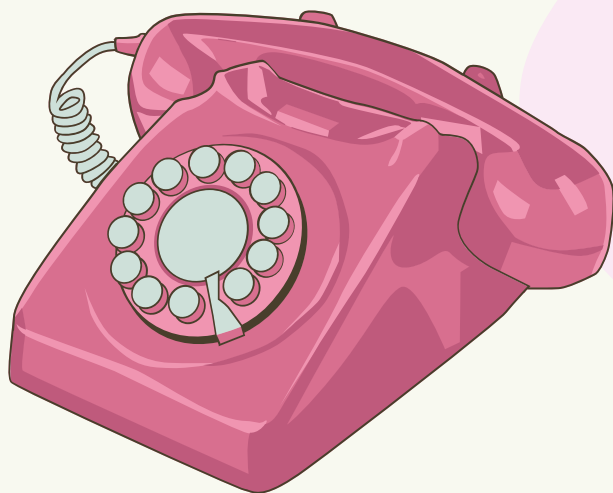


# Lets Talk Referrals

# 03333

## No Charge Referrals

MSP must be informed that the referring practitioner has requested a consultation. If with a no charge referral, 03333, in order for the specialist to get paid.



## Contact Information

Please remember to check the contact information: If its not available or isn't correct a consultation appointment can not be made.

## Relevant Information

Please remember to send relative information

*(some specialist require specific investigations to be done prior to consultation)*

The referring practitioner is expected to provide the consultant with a letter of referral that includes the reason for the request and the relevant background information on the patient.

The referring practitioner is also expected to complete the referred-to field on the claim and under fee item 03333 is to be sent to MSP.

Once any referral or re-referral is accepted, it remains valid until the consultation takes place.

Once the consultation is performed, the patient remains a referred case until the specialist discharges them from continuing care. After discharge, a new referral will generally be required by the consultant in order to book a new consultation.

PLEASE : Send a No charge referral(03333) with every new referral. This will save YOU time as well as your fellow MOA at the receiving end.

For more Clarity , please visit [Doctors of BC](#)



# Rae Fawcett Breast Health Clinic

Last year at about this time, Dr Barton and Dr Ewart by Zoom, gave a very comprehensive presentation of The Rae Fawcett Breast Health Clinic. They were gracious with their time and efforts.

The information included is everything you need to have the knowledge to share with your doctors and your patients.

In case you had not yet viewed this very thorough presentation, follow the link below.



<https://us06web.zoom.us/rec/share/lpemqyGulQHTcAmN9LGRCZAST9PdxQJNpGweaWk9tONqRKz7JlhUTHwyT9tORW-C.AvcM-dQzM7EgUyrD?startTime=1646881372000>  
(Passcode: 6Vw&9hW#)

### Did you know each BC Family Doctors physician member can register one MOA or office staff?

At BC Family Doctors, we recognize the importance of providing our billing support and resources to not just physicians, but to the medical office assistants and office staff who play a major role in the smooth delivery of services at your clinic.

MOAs can access our [LFP Payment Model webpage](#) for continually updated information about the new Longitudinal Family Physician (LFP) Payment Model. We are also creating and updating clear, plain-language information to support your needs, including:

- [A new Simplified LFP Guide](#)
- [LFP Billing Question Library](#)
- [Billing Tools](#)

As information is changing rapidly, we recommend that MOAs and physicians should refer to the live website, rather than printing or saving information.

These add to our fee-for-service and other resources available for MOAs and designated staff including:

- [Our Simplified Fee Guide](#), which offers clear and concise information on the most common fee-for-service codes used by family doctors. Information is updated continually, ensuring that you can rely on the accuracy of this resource.
- Our Fee-For-Service [Billing Question Library](#), a one-stop shop for frequently asked questions about billing for office-based care, hospital care, long-term care, and more.
- [Practice and Billing Tools](#), which help with uninsured services, common diagnostic codes and learning about audit, as well as information about transitioning into practice, the family physician-patient compact, and family practice contracts.
- Send Us a [Billing Question](#). Our physician billing experts are here to help not just physicians but also MOAs – no question is too simple or too complicated.

[Renew your membership for 2023](#)

If you have already renewed your 2023 BC Family Doctors membership and you haven't already registered one MOA or office staff, click on the button below to set that up.

[Register MOA Account](#)



# Job Opportunities



Indeed

Medical Office Assistant Jobs  
in Kamloops, BC



All medical office  
assistant jobs in  
Kamloops, BC |

Medical office assistant jobs  
in Kamloops, BC -

Jooble

eluta.ca Medical office assistant  
jobs in Kamloops, BC

# Educational Opportunities



VALLEY FIRST AID KAMLOOPS |



Saving Lives at Work, Home and Play

**BryanCollege**

Medical Office Assistant  
Course Online @ Bryan  
College

Student Aid is available (on  
approval)

Fully ONLINE course





# Chart Retrievals



Summit Medical Clinic - Fax to 250-851-8969 Northshore Walk In - Interior Vault

Urgent Care Walk In Clinic - Medrecords

Baybylon Telus Health , Fax Request to--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- fax request to 250 372 2019 - Ph: 250 372 1897

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

- 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)



If you know of any Physicians not listed ,  
pls email  
Connie @

[almostanything.cw@gmail.com](mailto:almostanything.cw@gmail.com)

# Royal Inland Hospital



A reference to where to go  
and how to get there

## Old Main Building

### Floor

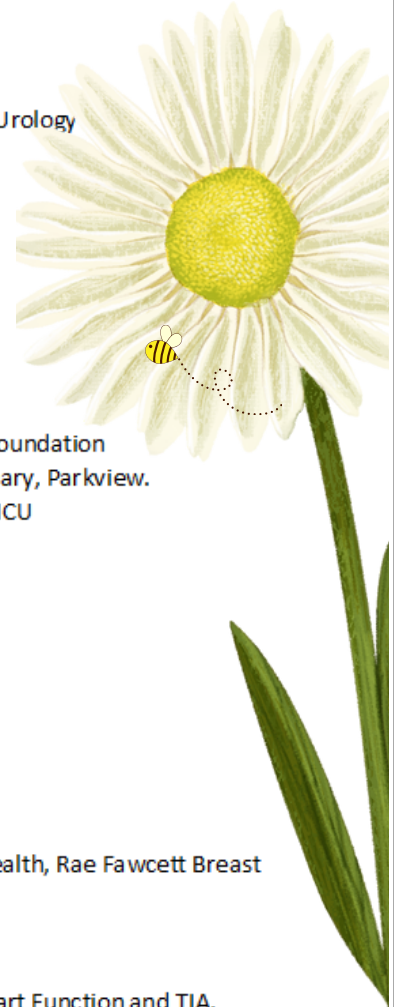
- 1 Cafeteria, Pharmacy, Admin Office, ATM, Medical Health Records
- 2 ACU Ambulatory Care, Emergency, Lab, Medical Imaging, Physio, Security, Urology
- 3 ICU, Pediatrics. Vascular Lab
- 4 Daycare Surgery, PAR(post Anesthesia Recovery)
- 5 5N Post Surgical, 5S Medical
- 6 6N Medical, 6S Surgical
- 7 Renal Dialysis Unit, Kidney Clinic, Cardiac 7N
- 8 Cancer Oncology Clinic

## New Gaglardi Tower (GT) Building

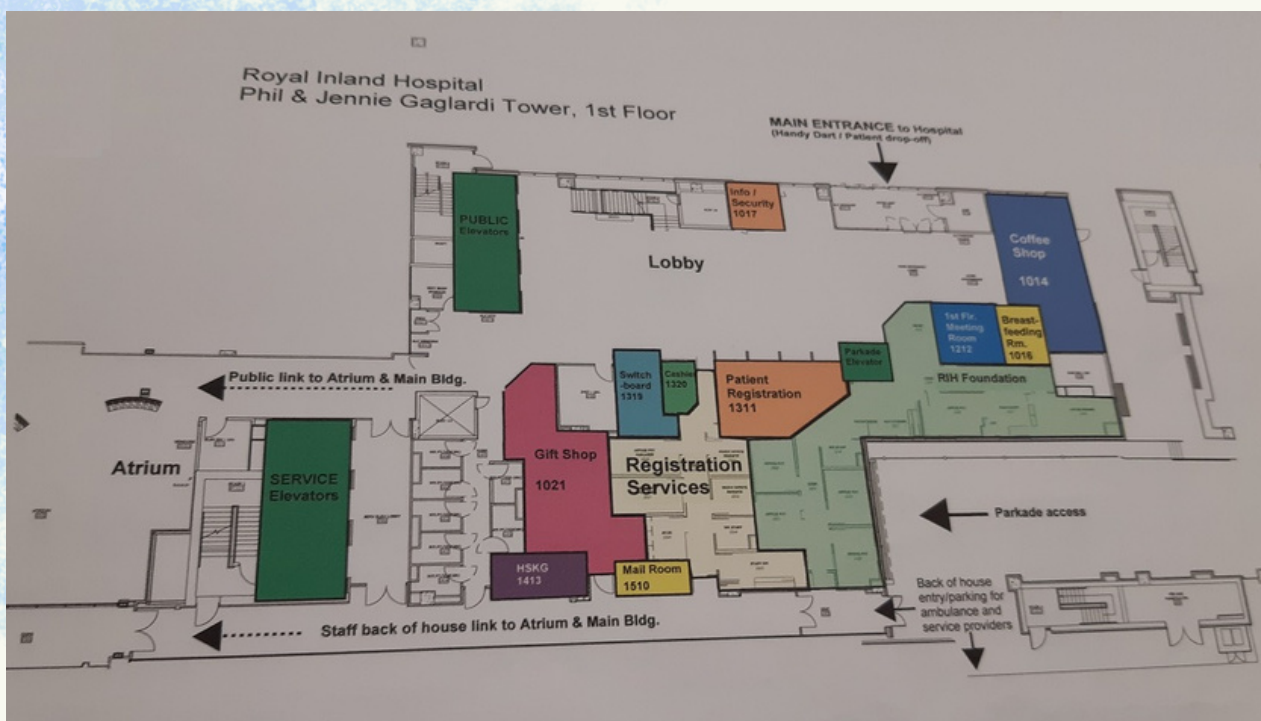
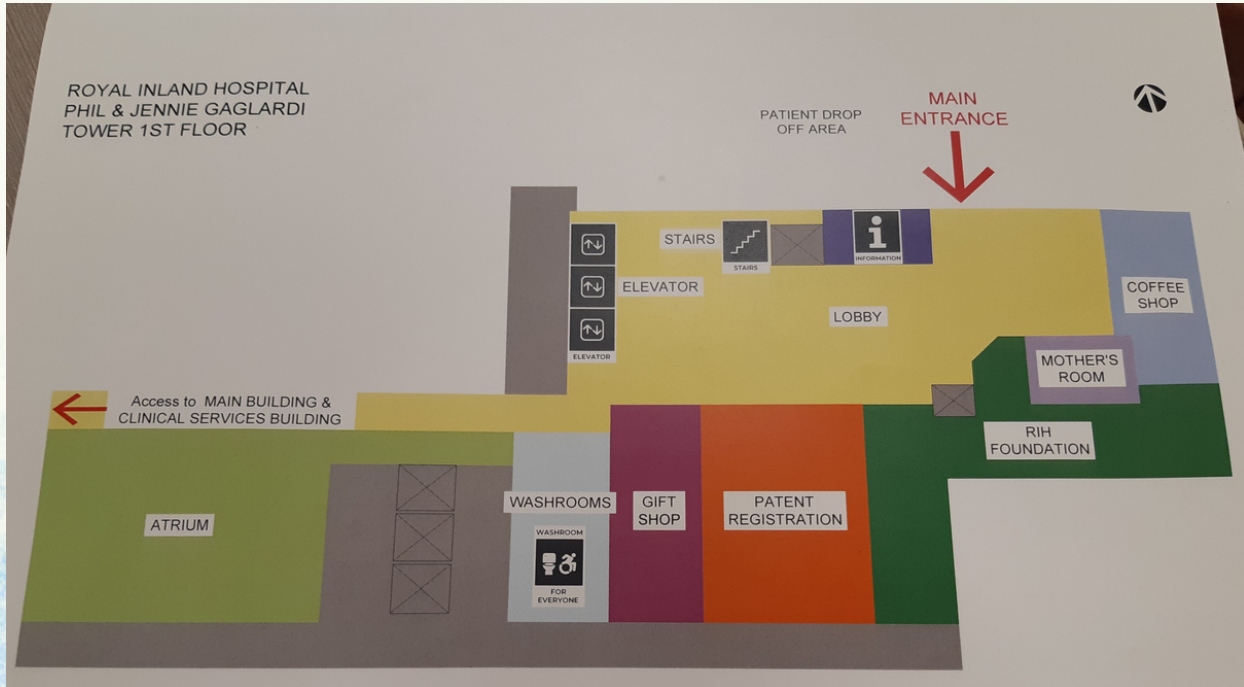
- 1 Main Lobby, Atrium, Patient Registration, coffee Shop, Gift Shop, and RIH Foundation
- 2 Child & Adolescent MH & Substance use Unit, Respiratory Services, Pulmonary, Parkview.
- 3 RIH Obstetrical Services, Maternity, Labour & Delivery, Postpartum Care, NICU
- 4 Surgical Services (Operating Rooms)
- 5 Staff Wellness Area
- 6 Adult Mental Health and Substance Use Unit
- 7 Rehabilitation and Medical Unit
- 8 Neurosciences Trauma Unit, Surgical High Obs
- 9 Mechanical Penthouse
- 10 Rooftop Heli Pad

## Clinical Services Building

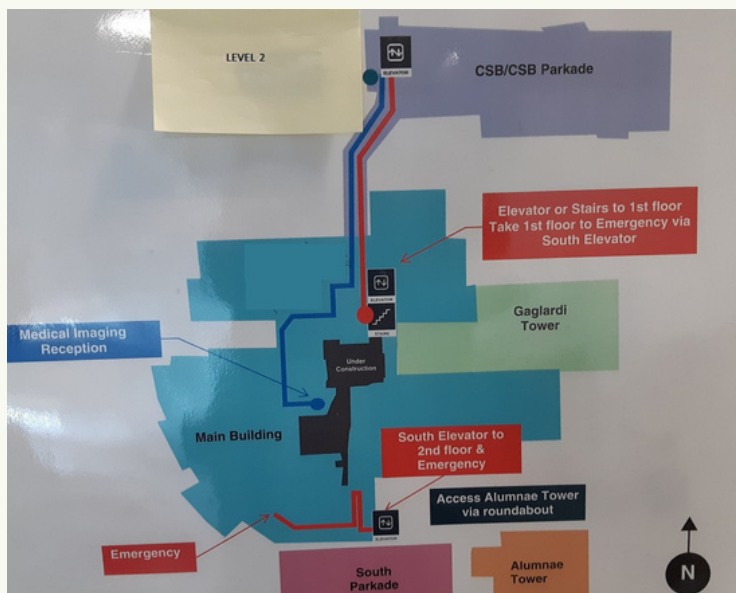
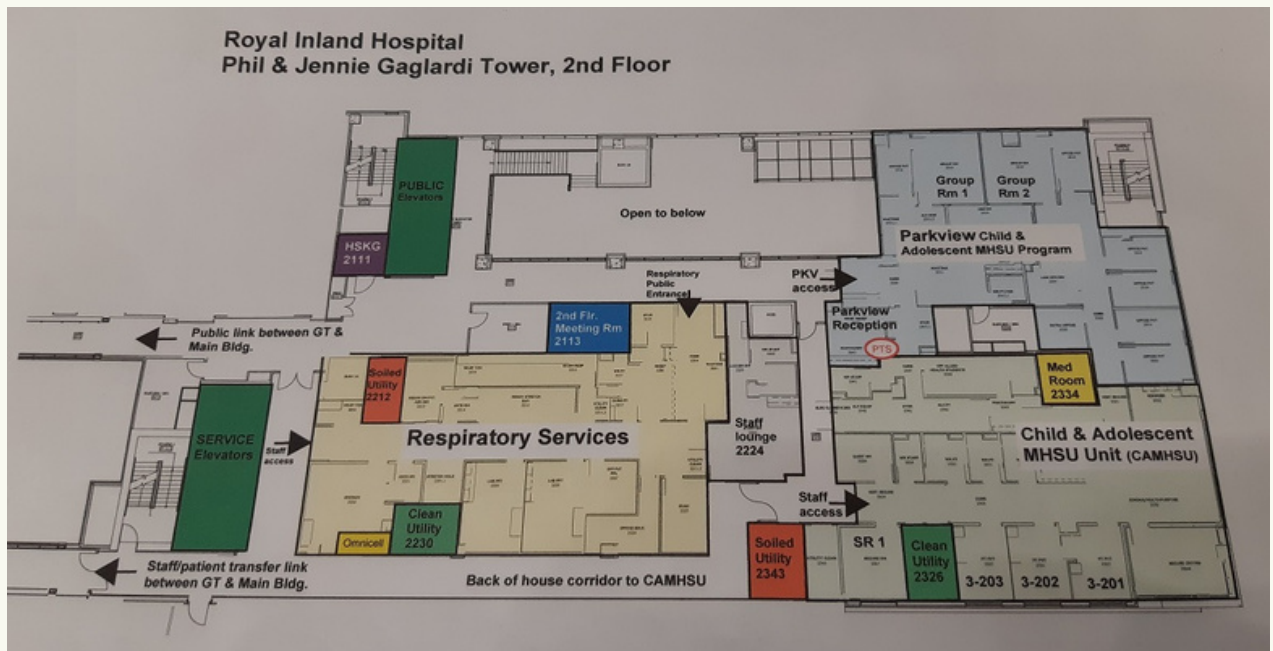
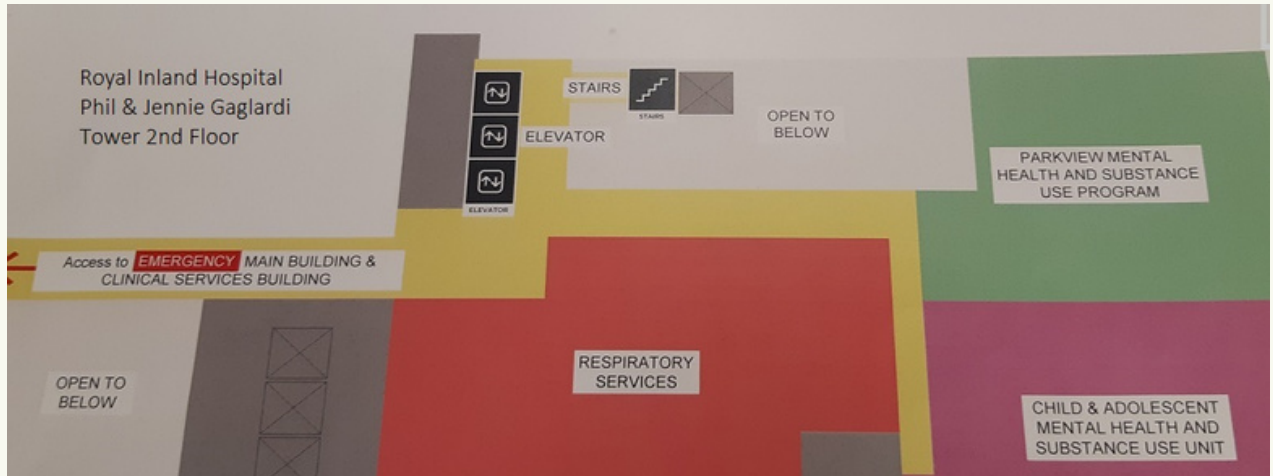
- 1 Medical Outpatient Clinics, Ortho Clinic, TRFO-Obstetrics/Maternity, Telehealth, Rae Fawcett Breast Clinic, RAC-Cardiac Rapid Access Clinic. UBC Faculty of Medicine, Ken Lepin Lecture Theatre, Simulation Lab Centre
- 2 *Right out of Elevators*  
Laboratory, Pre-Surgical Screening (PSS), Cardiology (EEG), Neuro/EMG/Heart Function and TIA, IV Therapy, RAC Rapid Access Clinic



# Mapping It out at Royal Inland Hospital





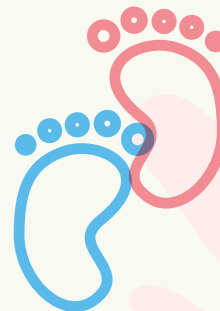


It's well worth a tour!

The new Tower is full of the newest technology and modern design .

The Old Main is under construction

# Community News



## Maternity Clinic Closes Services for Due Dates Beyond July 31

Thompson Region Family Obstetrics announced that the maternity clinic will not accept referrals for any patients with expected due dates that are after July 31, 2023. TRFO will continue providing maternity services to patients who are already attached to the clinic, which is located in Royal Inland Hospital.

In the interim, TRFO directs health care providers and pregnant individuals to other resources, such as the Kamloops Urgent Primary Care and Learning Centre, Royal Inland Hospital Emergency Department, colleagues at Mighty Oak Midwifery, and local obstetrical specialists.

The following letters will provide more information from TRFO and the Obstetrics/Gynecology Associates

- [Letter From TRFO](#)
- [TRFO fact sheet](#)
- [Obstetrics/Gynecology Response to TRFO Closure](#)

### BC Mobile Labs Services Process Improvement

A new Email option for submitting Mobile Lab Requisition is now available.

You can now send the Requisition Directly to [MLSREQs@lifelbas.com](mailto:MLSREQs@lifelbas.com) or fax as usual to 250-374-5638 (remember to clearly Print "Mobile Labs" on the req)

Please Stop by the [LifeLabs Mobile Lab Services page](#) for [Eligibility Guide for Physicians](#)

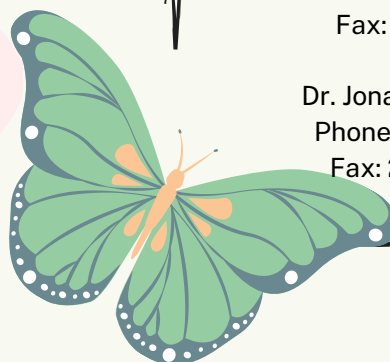
### New Physicians

Dr Marc Viger (Orchards Walk)  
Dr Vanessa Montagiani (hospitalist)  
Dr Zoe Glover (locum)

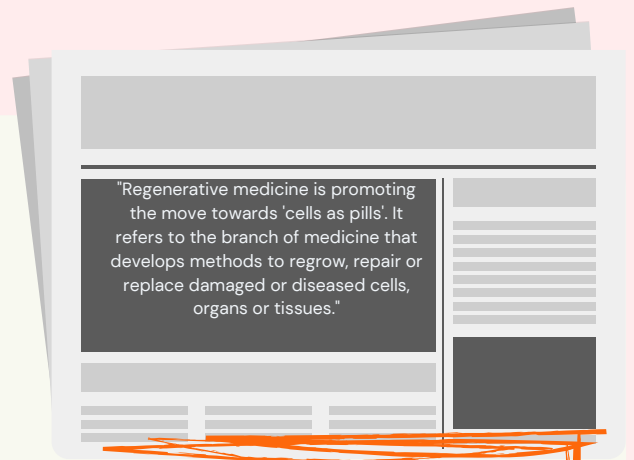
### New General Surgeons

Dr. Stephanie Lim  
Phone: 778-471-8266  
Fax: 778-471-0105

Dr. Jonathan Ramkumar  
Phone: 250-374-0028  
Fax: 250-374-0328



# What's new in the news



## **Prescription contraceptives covered beginning April 1**

British Columbia is the first province in Canada to make prescription birth control free to its residents. Starting April 1, 2023,

PharmaCare will cover the full cost of many prescription contraceptives.

These include:

- Oral contraceptives
- Hormonal IUDs
- Copper IUDs
- Hormone implants
- Hormone injections
- Emergency oral contraceptives ("morning-after pill")

[READ MORE: contraceptives covered](#)

## **This groundbreaking biomaterial heals tissues from the inside out**

The material can be injected intravenously and has potential application in heart attacks, traumatic brain injury and more.

A new biomaterial that can be injected intravenously, reduces inflammation in tissue and promotes cell and tissue repair. The biomaterial was tested and proven effective in treating tissue damage caused by heart attacks in both rodent and large animal models. Researchers also provided proof of concept in a rodent model that the biomaterial could be beneficial to patients with traumatic brain injury and pulmonary arterial hypertension.

[Read the entire article @ University of California](#)

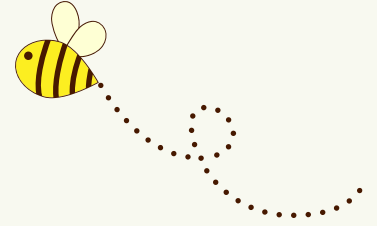
## **Weight loss: Study finds calorie restriction more effective than intermittent fasting**

- There has been extensive research on different weight-loss methods and their effectiveness.
- Intermittent fasting (IF) is a popular component of weight loss diets, but researchers are still working to understand its benefits and drawbacks.
- Data from a recent study found that only eating in certain time frames may not significantly contribute to weight loss.
- Reducing calories and the number of large meals may be more effective than IF for weight loss, the study suggests.

[See what they are saying @ Medicial News Today](#)



# Government Funding

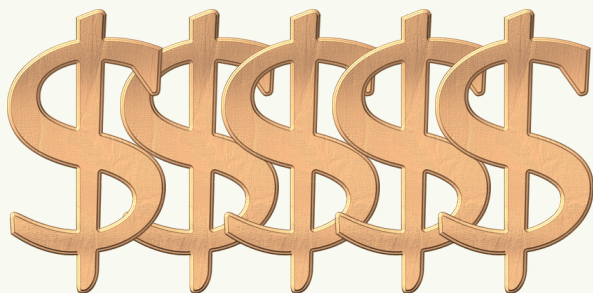


- Starting April 1, 2023, B.C. will be the first jurisdiction in Canada to make prescription contraception free to all residents.
- For people struggling with substance-use disorder, more than \$586 million will add treatment and recovery beds throughout B.C., develop and roll out a new model of seamless care to support people through their entire recovery journey, create wraparound supports, expand Indigenous treatment centres, and develop new recovery communities to support people and their recovery through the long term.
- B.C.'s health workforce strategy, launched in September 2022, will be bolstered by \$995 million over three years to help recruit and retain staff, redesign and rebalance workloads, embed reconciliation and cultural safety, and expand training and education seats for a full range of health-care professionals.



The Province's response to the illicit drug toxicity crisis across the full continuum of care with an additional \$184 million to support:

- enhanced prevention and early intervention services for child, youth and young adults;
- safe prescription alternatives to the toxic drug supply to save lives;
- expanding two mobile response programs: Car Programs, which bring together police and health workers, and Peer Assisted Care Teams (PACTs), which are led by civilians; and



Please visit [BC Gov Budget for full details](#)

# Billing Information

MSP Contact Information  
Phone / Fax / Mail

Teleplan Support

MSC Payment Schedule

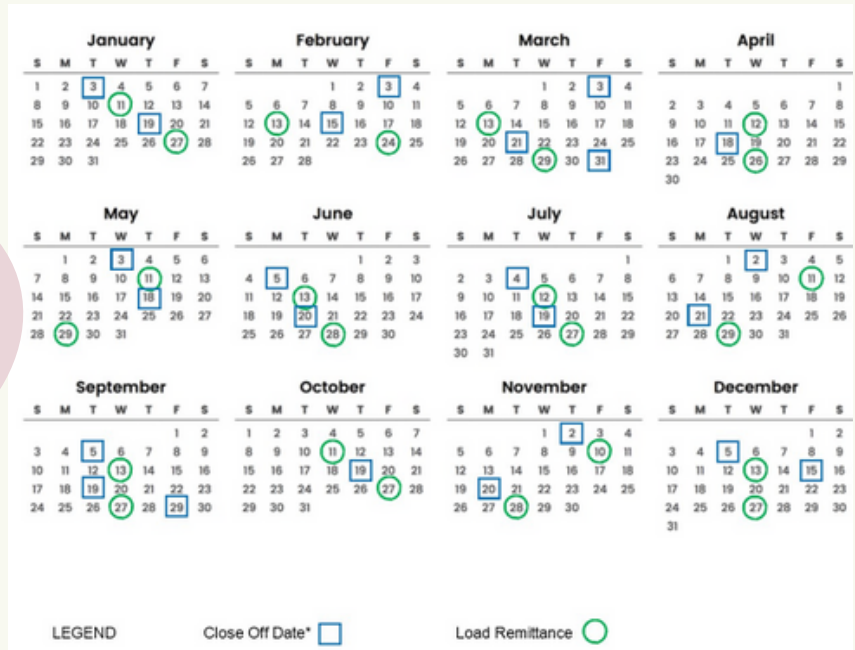
Diagnostic Code Descriptions

Uninsured Services  
(New as of April 2023)

ICBC Billing Website

WCB Billing Website

MSP Designated Holidays



Longitudinal Family Physician (LFP)  
Payment Model  
[Click here](#) for the NEW Payment  
Model Billing Schedule

More information can be found on the  
[Longitudinal Family Physician \(LFP\)  
Payment Model](#) page.

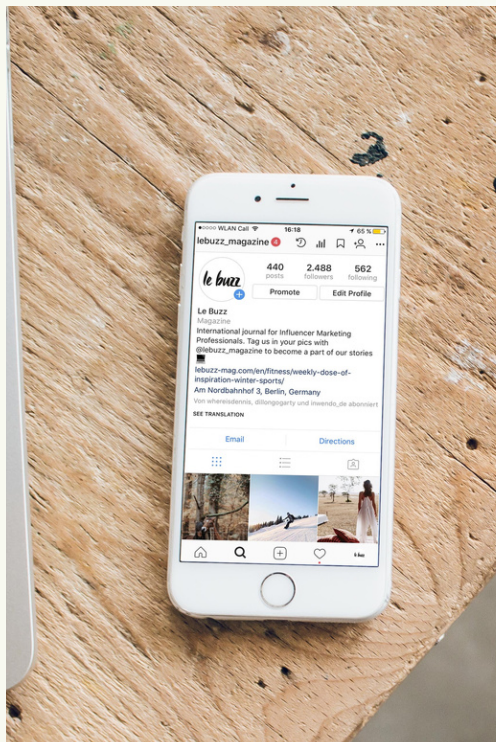




# Resource Centre



## Useful Websites



- [Kamloops MOA Discussion Board - Facebook](#)
- [Thompson Region | Divisions of Family Practice](#)
- [Doctors of BC](#)
- [Pathways](#)
- [ICBC](#)
- [WorkSafeBC](#)
- [Public Health](#)
- [City of Kamloops Resource List](#)
- [HealthLink BC](#)
- [Emergency Info BC](#)
- [Seniors Programs and Services](#)
- [Parent Resources \(bccf.ca\)](#)
- [Family Resources](#)
- [Health Canada - Canada.ca](#)

## Helpful Contact Phone Numbers

- City Hall 250-828-3311
- Civic Operations Centre 250-828-3461
- Community Services 250-828-3409
- North Shore Community Policing Office 250-376-5099
- RCMP Kamloops Detachment 560 Battle Street 250-828-3000
- Animal Control 250-828-3409
- Bus Schedule 250-376-1216
- Bylaw Services 250-828-3409
- Garbage Collection 250-828-3461
- Handi Dart 250-376-7525
- Parking Control 250-828-3409





## April is Cushing Disease Awareness Month

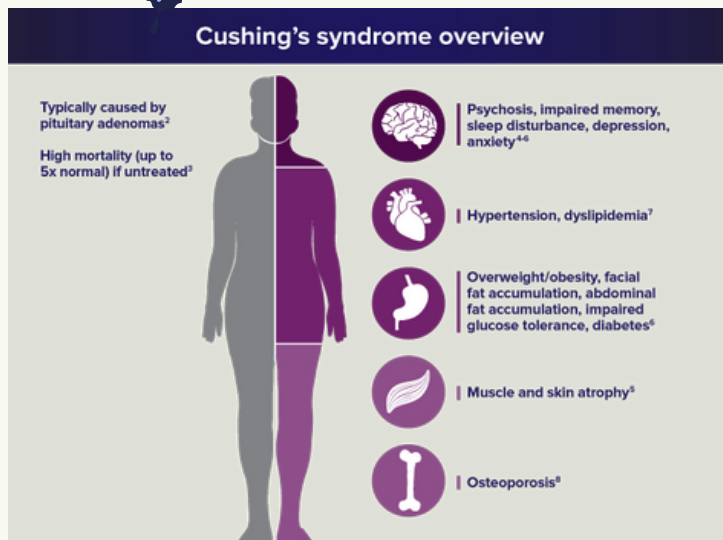


Cushing syndrome occurs when your body has too much of the hormone cortisol over time. This can result from taking oral corticosteroid medication. Or your body might produce too much cortisol.

Too much cortisol can cause some of the hallmark signs of Cushing syndrome – a fatty hump between your shoulders, a rounded face, and pink or purple stretch marks on your skin

Cushing syndrome can also result in high blood pressure, bone loss and, on occasion, type 2 diabetes.

Treatments for Cushing syndrome can return your body's cortisol levels to normal and improve your symptoms. The earlier treatment begins, the better your chances for recovery. Visit the [Mayo Clinic](#)



## May is Multiple Sclerosis (MS)

Canada has one of the highest rates of multiple sclerosis (MS) in the world, with an estimated 90,000 Canadians living with the disease. On average, 12 Canadians are diagnosed with MS everyday. Most people are diagnosed with MS between the ages of 20 and 49 and the unpredictable effects of the disease will last for the rest of their lives.



MS is a chronic autoimmune disease of the central nervous system. Since that includes the brain, spinal cord and optic nerve, MS can affect vision, memory, balance and mobility. It is considered an episodic disability meaning that the severity and duration of illness and disability can vary and are often followed by periods of wellness. It can also be progressive.

- There are various types of MS:
- Clinically Isolated Syndrome
  - Relapsing-remitting MS
  - Secondary progressive MS
  - Primary progressive MS

Symptoms of MS are unpredictable and vary greatly from person to person, and can fluctuate within the same person from one time to the next.

VISIT – [MS Society of Canada](#)

# JUNE IS MEN'S HEALTH MONTH



Men's health deserves our specific attention, as growing evidence points to alarming epidemiological trends for men.

Here are 5 trends to consider for men's health:

1. Men tend to be more likely to die prematurely compared to women. In almost every country, men are more likely than women to die before age 70.
2. The risk of death is higher for men across their entire lifespan, not just in older age. This includes a higher likelihood of dying from non-communicable diseases (NCDs) such as ischemic heart disease, as well as death related to mental health and violence, such as homicide.
3. A greater percentage of men's deaths are believed to be preventable: 36% of deaths for men, compared to 19% for women.
4. Men are less likely to seek medical care for early symptoms of a disease or condition, regardless of ethnicity or socioeconomic status. The consequence of this stubbornness is real. By seeing the doctor only after a condition becomes undeniable, men decrease their likelihood of overcoming a preventable death.
5. In addition to the increased likelihood of certain deaths relative to women, many men also deal with health issues that are male-sex specific, such as prostate cancer, testicular cancer, and diseases with X-chromosome recessive inheritance.

## Men's Resource Centre

### DUDE's Club

Medicine and health take many forms. DUDES Clubs (DCs) are participant-led groups for men's wellness, focused in indigenous communities and neighbourhoods, where men can "drop their armour." Facilitated in both urban and on-reserve communities by local men, for local men, DCs build supportive relationships and engage men in healthcare and local Indigenous worldviews.

VISIT: [DUDES CLUB](#)

### Heads Up Guys

HeadsUpGuys is a free service that provides tips, tools, information about professional services, and recovery stories to help men fight depression and prevent suicide. If you're new to HeadsUpGuys, start by taking their "self-check" to know where you stand.

VISIT: [HeadsUpGuys](#)

### PODCAST: Don't Change Much

Listen to monthly conversations with influential Canadians, athletes and health experts to learn how simple lifestyle changes can improve your health and well-being. Better mental and physical health starts by talking about it.

[Check it out here](#)



# Office Ergonomics



## Workstation

# ERGONOMICS

### BASICS

### How to Reduce Strain on Your Body

Sit right back in your chair with your **back straight** (no slouching) and your head directly above your shoulders (**head balanced**). Leaning back slightly, the chair should comfortably support the natural curve of your spine, especially your lower back. For best lower back support adjust the chair **lumbar support** or use a *lumber roll*.

With feet resting flat on the floor, your **thighs should be somewhat horizontal**, and your knees either level with or slightly lower than your hips.

There should be no pressure from the chair on the **back or your knees** and lower thighs. Pressure in these areas can restrict blood flow to your lower legs/feet.

With shoulders and upper arms relaxed, and **elbows against your sides and bent approx 90°**, your **forearms should be parallel with the floor**, and your **hands and wrists flat and straight** and resting on the keyboard. Adjust the height of the chair or the keyboard accordingly. If adjusting the chair height means your feet are no longer flat on the floor, use a footrest.

**Armrests** should be adjusted to support the forearms in the correct position. If armrests prevent you sitting close to the keyboard, remove the armrests or get a different chair.

The **keyboard** should be directly in front of you and positioned near the front edge of the desk with a small space for resting wrists when not keying. To help keep your wrists/hands flat, the keyboard should be flat, not angled with the keyboard legs.

The **mouse** should be placed as close as practicable to the keyboard, and your **wrist/hand kept as straight and flat as possible** when using it. Adjust the tracking of the mouse to provide as little movement of your hand and wrist as practicable.

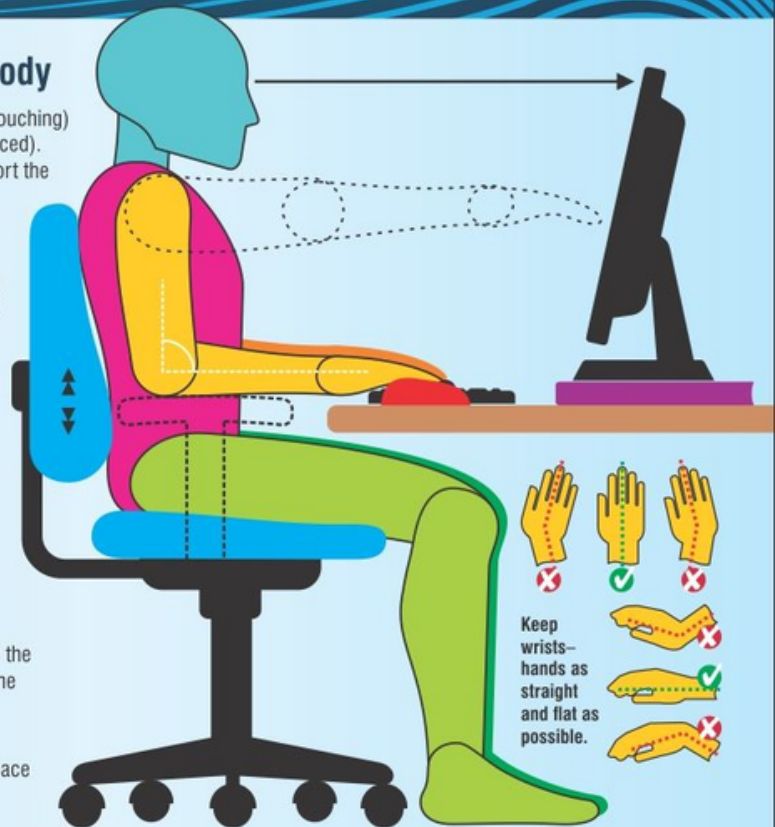
Position the **screen/monitor** directly in front of you, and at least an arm's length away. The top of the monitor should be approximately at eye level or slightly below because it is easier to move your eyes downward than upward without moving your head. Tilting the monitor slightly may help maintain a comfortable head position.

Keep **frequently used items** within easy reach.

If you regularly speak on the **phone** while using the keyboard, use a speaker phone or a headset instead of cradling the phone with your head and shoulder.

**Document holders** should be positioned at eye height next to the monitor, or between the screen and keyboard.

Eliminate **glare** from your monitor and workstation.



Keep wrists—hands as straight and flat as possible.

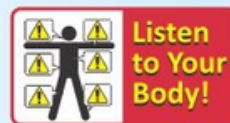
Ensure adequate **lighting** for reading documents (you may need a desk lamp).

Reduce **eye strain** by regularly looking away from the screen to focus on something further away.

Take 1-2 minute breaks every 30 minutes to move your body around and increase **circulation**.

Avoid **tripping hazards** by keeping the floor around and under your workstation free of items such as bags, coats, briefcases, and files; and keep all low desk drawers closed.

If using a **laptop** for long periods of time attach a full sized keyboard and mouse, and raise the screen if possible.



*Pain and discomfort are warnings that you need to make changes to your workstation or method of work. The longer you ignore it, the worse any strains injuries could become.*

# Just so You Know?

Did you know  
why we yawn?

The most popular, but likely wrong, theory is that yawning increases levels of oxygen to the brain. A more plausible theory: Yawning cools the brain down. A study conducted on mice found that as mice sucked in air, their jaws stretched—this increases blood flow to the brain. This combination of cooler air intake when yawning mixed with the blood flowing to the brain is thought to eventually cool the brain down.

## Stange Phobias

**Arachibutyrophobia:** Fear of peanut butter sticking to the roof of your mouth

**Phobophobia:** Fear of having a phobia

**Sesquipedalophobia:** Fear of long words

**Dextrophobia:** Fear of having objects to your right

**Plutophobia:** Fear of money

The human brain cell can hold 5 times as much information as the Encyclopedia Britannica



It takes 200 muscles to take a single step



### SNOT

Sneezes travel 30 to 60 miles an hour, and can fly 30 feet through the air.

&

Your nose and sinuses make a liter of mucus a day



After eating too much, your hearing is less sharp. If you're heading to a concert or a musical after a big meal you may be doing yourself a disservice. Try eating a smaller meal if you need to keep your hearing pitch perfect.



A baby's head is one-quarter of its total length



The three things pregnant women dream most of during their first trimester are frogs, worms and potted plant

