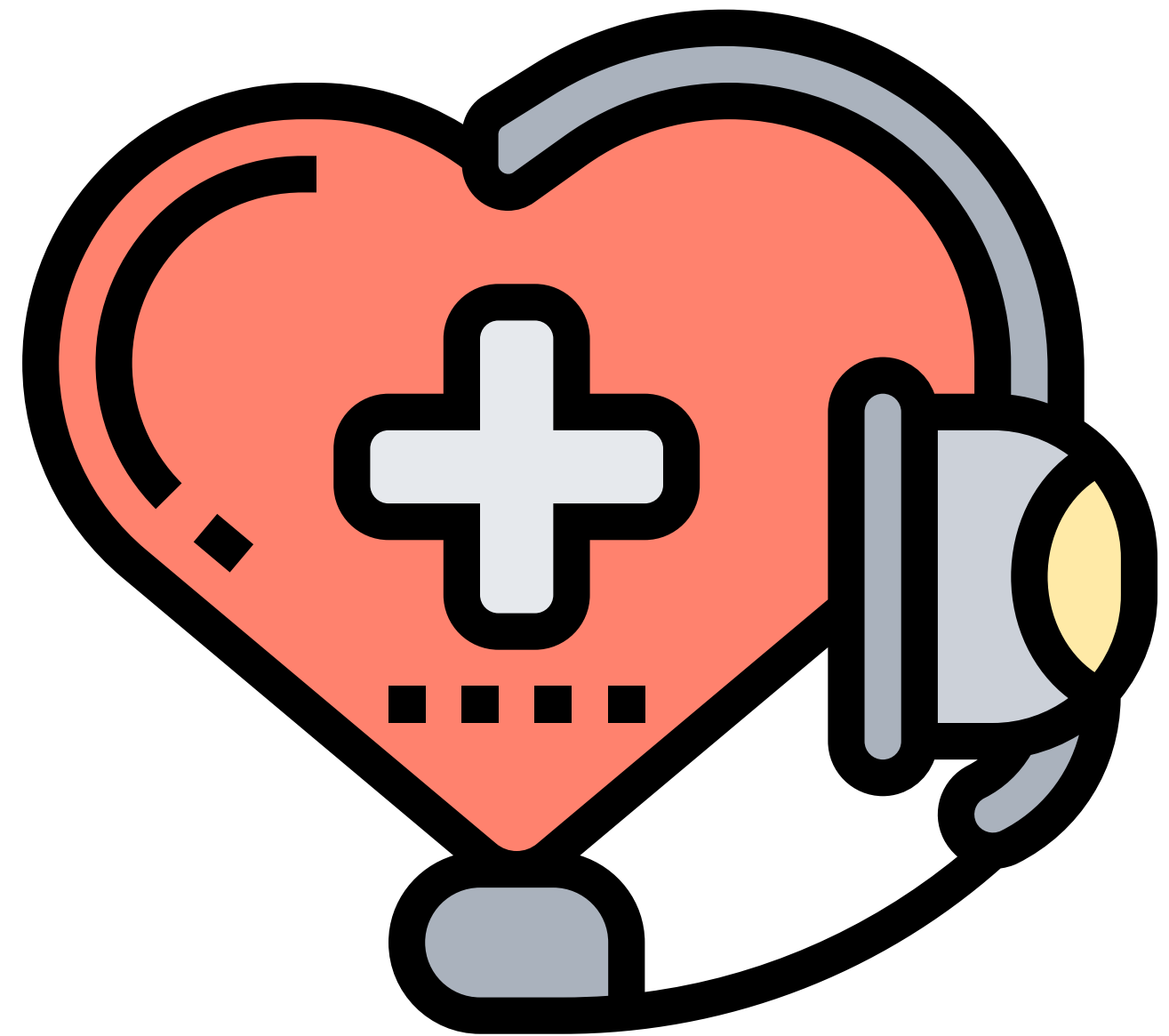




A Day in the Life of a Medical Office Assistant in Richmond





About Richmond

- A combination of urban and island life. City of Richmond motto “Island City by Nature”
- Very accessible by highways or public transit
- Variety of local recreation: dining, shopping, wharf, parks, trails and more.



Primary Care in Richmond



- 1 hospital
- 1 UPCC
- 3 PCNs
- 6 LTC facilities
- 10 walk-in clinics
- 60 clinics
- 120 various kinds of specialists
- 250 FPs

Think Where For Care

<https://divisionsbc.ca/richmond/for-patients/think-where-for-care>

Pathways Medical Care Directory

<https://divisionsbc.ca/richmond/for-patients/pathways-medical-directory>



About the Richmond Division of Family Practice

- The Richmond Division of Family Practice represents family practices in Richmond, BC.
- Aim of improving patient access to local primary care, and to work on member-driven projects (FP and MOA) that enhance both patient care and practice support.

Visit our website here: <https://divisionsbc.ca/richmond>



Family Practices = Patient Medical Homes

- A patient medical home (PMH) is a family practice that operates at an ideal level to provide longitudinal patient care.
- RDFP works with its teams and partners to support PMHs in:
 - Accessing other health care providers
 - Using EMR data to increase proactive, preventative care
 - Networks of colleagues
 - Primary Care Networks



Website: <https://gpscbc.ca/what-we-do/system-change/patient-medical-homes>



Richmond Division MOA Network

- RDFP brings MOAs together to:
 - Learn
 - Build skills - many training opportunities!
 - Exchange ideas and experiences
 - Have fun!

Coming soon:

- Influencer opportunities
- Increased collegial support



moa
network

- 30 MOAs
- 25 Clinics

Richmond Division MOA Supports



The Richmond Division of Family Practice develops resources and supports to enhance MOAs in the following areas:

1. Knowledge and understanding of healthcare programs & services
2. Administrative services
3. Technical services
4. Organizational services
5. Patient services
6. Clinic space services



MOA Opportunities in Richmond Family Practices

- In-person and remote work opportunities
- Group and solo practice opportunities
- Salary versus hourly pay opportunities
- Casual, part-time, full-time opportunities
- Receptionist, MOA, clinic coordinator, clinic manager opportunities





Skills you will learn working in Richmond Family Practices

Billing

EMR use

Healthcare technology

Leadership

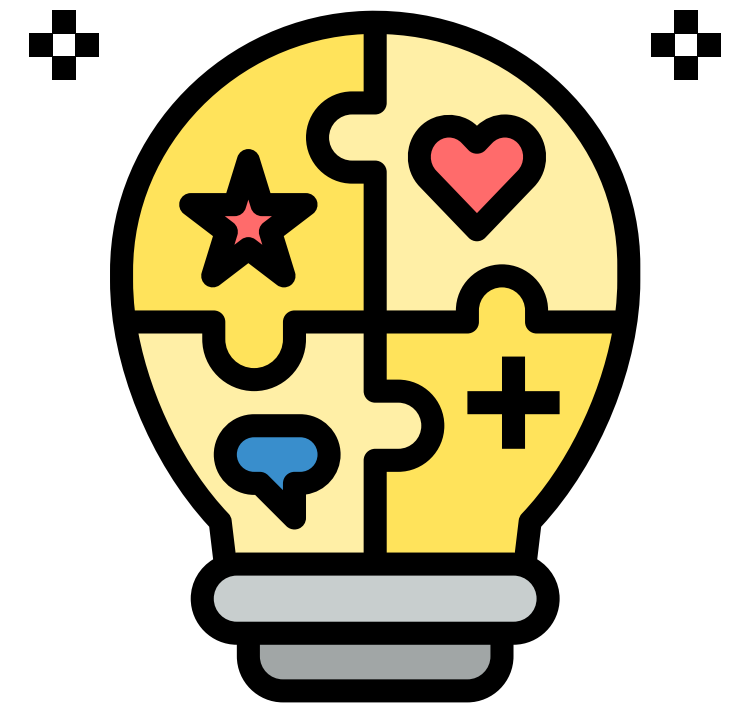
Multi-tasking

Navigating local care tools & directories

Spectrum of health services

Team-work & collegiality

Time management





How to Apply

Our website is currently being updated. We will be including a list of clinics that are recruiting for MOAs and office staff. Stay tuned!

To inquire about opportunities or to leave your resume, please email MOARecruitment@rdfp.ca.

Website: <https://divisionsbc.ca/richmond/work-here/moas>





Changes due to COVID-19

- Increased use and adoption of technology
- Increase patient volume e.g. email and phone communication
- Patient screenings, clinic safety protocols



Primary Care Network



- PCN Clinical Teams
- PCN Administrative Coordinators
- PCN Innovation and Technology Team



MOA Resources and Supports

- PCN Admin Coordinators
- PCN Innovation and Technology Team
- Richmond Division of Family Practice team
- MOA Networks
- Learning and networking events
- Newsletter – Richmond MOA Minute
- Website – directory of resources

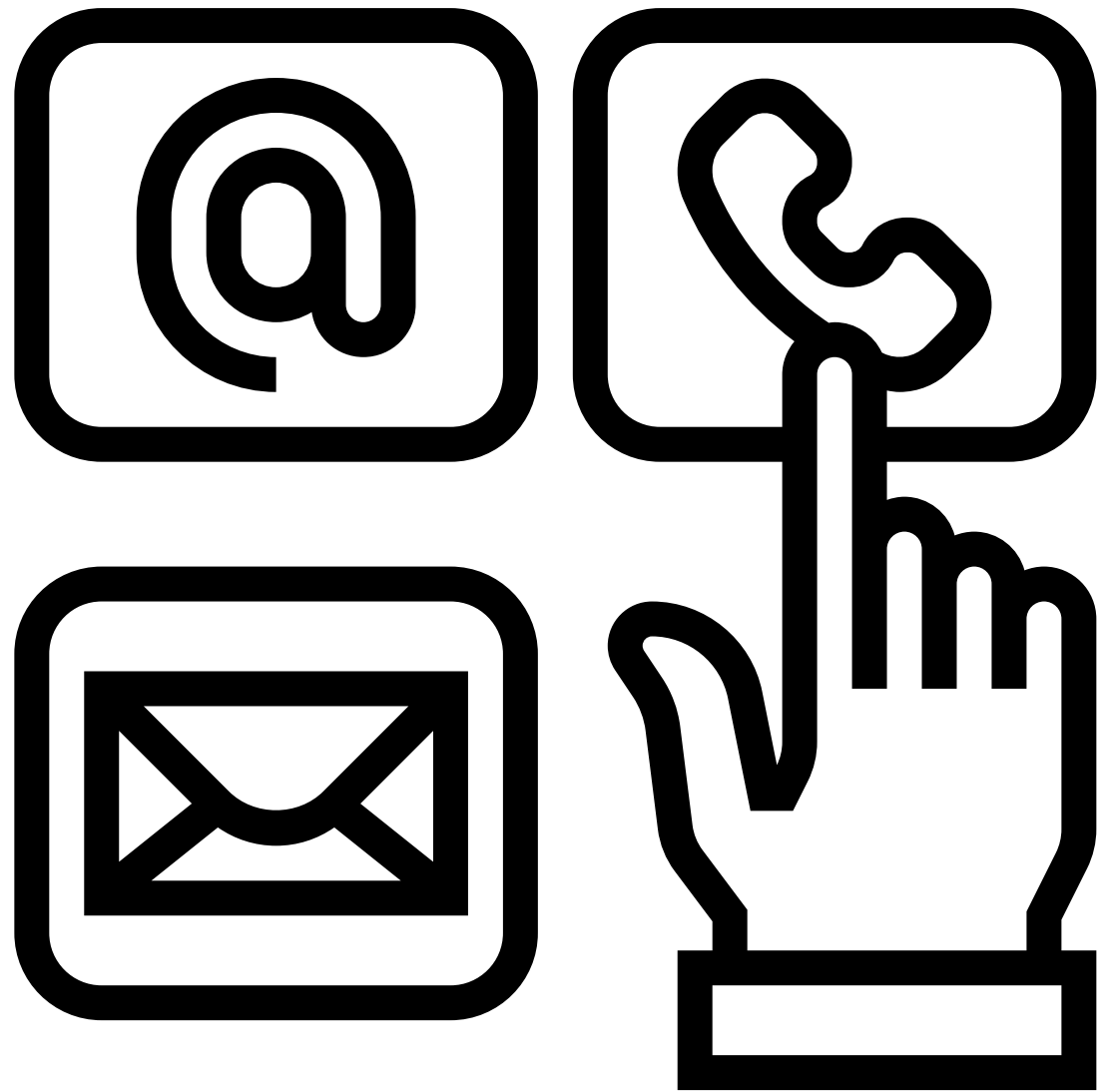




Other Opportunities

- Richmond Primary Care Network – Administrative Coordinators
- Richmond Division of Family Practice – Administrative Coordinators
- Richmond Specialist Offices





Contact us!

RDFPSupport@divisionsbc.ca