



## **Pathology Sample Reporting Timelines - Island Health**

The turnaround time for pathology processing is 18-22 days.

The patient's viewable portal will display the report 7 days after it has been sent to the physician.

To expedite a specimen, contact Pathology at **250-370-8030**.

## **Sample Pick Up - Island Health Updates**

Island Health has transitioned the transportation of samples to align with the standard practice throughout the health authority. Island Health's advice and recommendation is that clinics transport their samples to Island Health labs by having someone from their office transport the samples or by sending them to the lab via taxi, as is routinely the case both in the South Island region and across other areas of the island. Read the full communication piece [here](#).

If you have further questions, please reach out to [ivan.miller@islandhealth.ca](mailto:ivan.miller@islandhealth.ca)

## **Lifelabs New Location in Esquimalt**

On June 26, 2023, LifeLabs relocated their Esquimalt Patient Service Centre to **103-474 Head St, Victoria, BC**. Mon - Fri 7:30am - 1pm. Read more [here](#).

### **DID YOU KNOW?**

**Langara College is offering an online intensive MOA course funded by the StrongerBC** future skills grant. This is a great opportunity for anyone who is looking to complete a paid MOA program in under 3 months. The funding is available to British Columbians aged 19 years or older – regardless of financial need – and covers up to \$3,500 per person for eligible short-term skills training at public post-secondary institution. Click [here](#) to view the curriculum for the MOA Program. Click [here](#) to explore more than 400 learning opportunities available through this grant.

## **Clinic Managers Meeting Updates**

The Clinic Managers meeting provides an opportunity for your managers to network with other managers and the community, share resources, bring issues forward to the group, provide input into SIDFP funded training opportunities, attend workshops and stay informed on current trends in healthcare. We meet every second month online. Our next meeting is scheduled for

**Friday, September 15, 2023 | 1:30pm - 3:30pm | Hybrid**

**Ideas for future workshops can be emailed to [tanis.wynn@sidfp.com](mailto:tanis.wynn@sidfp.com)**



Dear Tanis,

Thank you for your recent correspondence to Island Health's Department of Laboratory Medicine, Pathology and Medical Genetics inquiring about process for sample pick up from clinics and also turnaround times for pathology reporting. I hope the information below is helpful to yourself and your members.

Across the Island Health region it is the responsibility of individual clinics to coordinate the transport of samples from their clinics to Island Health's labs, as this is not a funded service within the purview of health authorities. As part of a previous system that was unique to the south island region, it is our understanding that LifeLabs was picking up samples from some clinics, in particular on the Saanich Peninsula, as part of their courier service which included transportation of Island Health samples. As Island Health has transitioned the transportation of our samples in-house to align with the standard practice throughout the health authority, it is our understanding that LifeLabs has made changes to the sample pickup services it previously provided.

Island Health's advice and recommendation is that clinics transport their samples to Island Health labs by either having someone from their office transport the samples or by sending them to the lab via taxi, as is routinely the case both in the south island region and across other areas of the island.

With respect to pathology sample reporting timelines, it's important to note that Island Health, like all health authorities in B.C., is extremely challenged by a national shortage of trained laboratory staff. This challenge is being experienced at a time when our labs are facing a significant increase in volume and demand for lab testing.

Please know that this is a priority area of focus for Island Health and the Ministry of Health, and we are working closely both internally and with our partners to develop and implement a number of initiatives, including:

- Working with the Ministry of Health and training institutions to increase practicum placements and create new partnerships
- Recruiting across the country and offering incentives to attract candidates
- Recently created new positions for specially trained pathology assistants across the Island Health region and expect some will begin working soon in south island

- Operating procedures are being reevaluated in order to improve efficiency and work flow, with some recently implemented changes seeing success
- A new pathologist is expected to begin soon and recruitment of additional pathologists is ongoing

We thank you for your continued support. If you have further questions, please reach out [ivan.miller@islandhealth.ca](mailto:ivan.miller@islandhealth.ca).

Kind regards,

A handwritten signature in black ink, appearing to read "Ivan Miller". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ivan Miller  
Director, Department of Laboratory Medicine, Pathology and Medical Genetics

# Relocating Esquimalt Patient Service Centre to a Larger Location

Dear Healthcare Provider,

We are relocating our **Esquimalt Patient Service Centre** to **103-474 Head St, Victoria, BC on June 26, 2023**. The last day that our current location on 890B Esquimalt Road will be operating is June 23, 2023.

We believe this new LifeLabs location will better serve patients and create a more comfortable experience as there will be lots of natural light, a larger waiting room, parking, and nearby transit.

Below are the details about the new Esquimalt Patient Service Centre on 103-474 Head St:

- Services include phlebotomy, ECG testing, and specialty test times for genetics and time-sensitive testing
- Easy access to transit and ample parking available
- Hours of operations are Monday to Friday – 7:30am to 1:00pm

Alternatively, patients can visit the Westside Patient Service Centre, which offers walk-ins, Save My Spot, in addition to appointment bookings:

- 230-174 Wilson Street, Victoria BC. V9A 7N6

We appreciate your continued trust in LifeLabs as a reliable provider for medical diagnostic needs. If you have any questions, please contact our Customer Care Centre at 1-800-431-7206.

Sincerely,

**Romina Reyes** *MSc MD FRCPC*  
National Medical Director

## CURRICULUM

This fast-tracks, intensive program provides a strong foundation in medical office skills and knowledge. Students are provided the opportunity to learn specific skills related to working in a medical office. Curriculum is woven throughout 105 hours. *Note: There are no exemptions for similar course material taken elsewhere.*

- **MEDICAL OFFICE PROCEDURES** (8hrs) Students learn the basic skills needed to perform effectively in a medical office. A wide variety of topics is covered including, reception, scheduling, filing, ethics, law, professional communication, and health care in Canada.
- **CLINICAL PROCEDURES** (8hrs) This module examines the clinical aspects of the medical office. Learn the names of basic instruments and equipment used in a medical office and the processes and steps to assist the physician and develop a beginning competency in selected clinical skills. Topics covered include vital signs, visual acuity, clinical supplies, collecting specimens, and patient assessments. Infection control is covered, including how infection is spread, routine precautions and various methods used to control infection.
- **MEDICAL DOCUMENTATION** (10hrs) This unit covers the different types of documents used in the medical office, as well as the MOA's role in handling these documents. Gain an understanding of the policies and procedures for documenting in the medical office, as well as how to sort, prepare and file specific documents. Learn to complete forms, draft memos, take messages, write patient letters, and develop information sheets.
- **MEDICAL BILLING** (12hrs) Receive an introduction to the medical billing procedures in accordance with the BC Medical Services Plan (MSP) requirements and create medical billing data entry and preparation of billing statements, as well as understanding the transmission and receipt of data from the BC MSP office in Victoria. Practice creating patient databases and complete medical office billing procedures using the current software. Students will become familiar with aspects of billing, including MSP, ICBC, WorkSafe BC, personal, and medical legal billing. Also learn to schedule appointments, generate day sheets, and transmit claims.
- **ELECTRONIC MEDICAL RECORDS-EMR** (12hrs) Introduction to theoretical and practical EMR experience working with simulated health records. Students are updated with the latest Electronic Medical Record applications, rules, regulations, innovations, electronic orders, and results, workflow examples, and billing codes. Students will use MedAccess as the Management System in class and receive an understanding of transitioning to similar EMR programs.
- **MEDICAL TRANSCRIPTION** (12hrs) Transcription is integral to the efficiency of the medical office. Students will become familiar with medical transcription and the various letters and reports routinely dictated by medical professionals using actual dictated medical data.
- **MEDICAL TERMINOLOGY LEVEL 1 AND 2** (20hrs) Learn to work with the specialized terminology of medicine, including the pronunciation and spelling

of terms to describe medical circumstances and situations, and basic terms included in cancer medicine (oncology); radiology and nuclear medicine; and psychiatry.

- **PHARMACOLOGY BASICS FOR THE MOA** (10hrs) This module will provide an introductory examination of pharmacology and a working knowledge on a variety of drugs and their interactions. Students will examine drug legislation, the use and abuse of prescription drugs, and the role of the MOA regarding assisting with medication. An introduction to key pharmacology terms and concepts, as well as the names of common drugs and their classifications.
- **ANATOMY TERMINOLOGY FOR THE MOA** (8hrs) Students will learn through descriptions, illustrations, and exercises to identify the major anatomical features and systems of the body and the common pathologies, which can adversely affect these systems. Information will be provided on common disease processes and symptoms that affect each body system. Learn to use terminology related to the organs and diseases of each body system and how this applies to your role as an MOA.
- **STUDENT SUCCESS/CAREER PREPARATION STRATEGIES** (5hrs) Students will be introduced to resume building, in-office and client communication, and a skills review to provide guidance for students' success in this career. Please note that this program does not include a practicum component however career preparation knowledge will be shared in this class.