



## Drop in Practice Improvement Sessions

The South Island Division of Family Practice is pleased to announce a virtual monthly drop-in session for our members and their team. These drop-in practice improvement sessions are designed to provide physicians and their staff a monthly platform to ask questions, improve EMR skills, enhance workflows.

**In-Practice Consultant** – Operational Supports, coaching, mentoring, HR, industry regulations, training, clinic management, vendor sourcing and general questions.

**PSP Peer Mentors** - Enhanced EMR training, skills, workflows and panel management.

**PCN Change Manager** – Learn about Allied Health Clinical Roles, Scopes, Workflows, NP, RN, Pharmacy, MSW, and MHSU onboarding and workflows.

**Health Connect Registry** – Assistance with attachments, registration, reporting and workflows.

Tuesday January 9, 2024  
Tuesday, February 13, 2024  
Tuesday, March 12, 2024  
Tuesday, April 9, 2024  
Tuesday, May 14, 2024  
Tuesday, June 11, 2024  
Tuesday, July 9, 2024

Join Zoom meeting [HERE!](#)  
Meeting ID: 813 3232  
2655

*These sessions will occur on the second Tuesday of every month from 2:00 pm to 3:00 pm. No pre-registration is required, all attendees are free to drop in and join a breakout room of their choice.*

## MOA & Managers' Workshop Alert! January 26, 2024

[Click here to Register!](#)

Due to popular demand, we are pleased to once again offer a **Conflict Resolution workshop**. This interactive workshop will provide you with skills to resolve conflict, manage difficult patient interactions on the front line, defuse tensions, set boundaries, and maintain healthy relationships with patients and colleagues. *Please note that we are unable to provide sessional payments for the attendees at this event.*

## Medical Office Assistant Practicum Student Placement

In partnership with Camosun College, the South Island Division of Family Practice members are the first to receive the opportunity to host MOA practicum students in March/April of 2024. If you are interested in hosting a practicum student or have any questions please click [HERE!](#)

## Stat Holidays 2024

**New Years Day - Monday, January 1, 2024**  
**Family Day - Monday, February 19, 2024**  
**Good Friday - Friday, March 29, 2024**  
**Victoria Day - Monday, May 20, 2024**  
**Canada Day - Monday, July 1, 2024**  
**BC Day - Monday, August 5, 2024**

**Labour Day - Monday, September 2, 2024**  
**National Day for Truth and Reconciliation - Monday, September 30, 2024**  
**Thanksgiving Day - Monday, October 14, 2024**  
**Remembrance Day - Monday, November 11, 2024**  
**Christmas Day - Wednesday, December 25, 2024**

*Easter Sunday, Easter Monday and Boxing Day are not statutory holidays in BC*

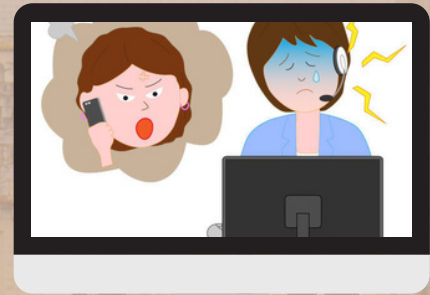


# You're invited to the Dealing with difficult situations on the frontline

Due to popular demand, and open to physicians and their staff, we are pleased to offer a one-day workshop to help you resolve conflict, manage difficult patient interactions on the front line, defuse tensions, set boundaries, and maintain healthy relationships with patients and colleagues.

Created specifically for the SIDFP members and facilitated by Royal Roads University, this workshop will provide you and your team members with the skills and tools for managing difficult situations and protect your staff who are working on the front lines.

There is no cost to you or your team to attend this workshop!



**SIGN UP**

By Jan 11

Pre-registration is required as seats are limited. Attendees will receive a certificate from Royal Roads University at the end of the day

January

26th

8:30 AM -

4:30 PM

REGISTRATION AND COFFEE

8:30-8:45

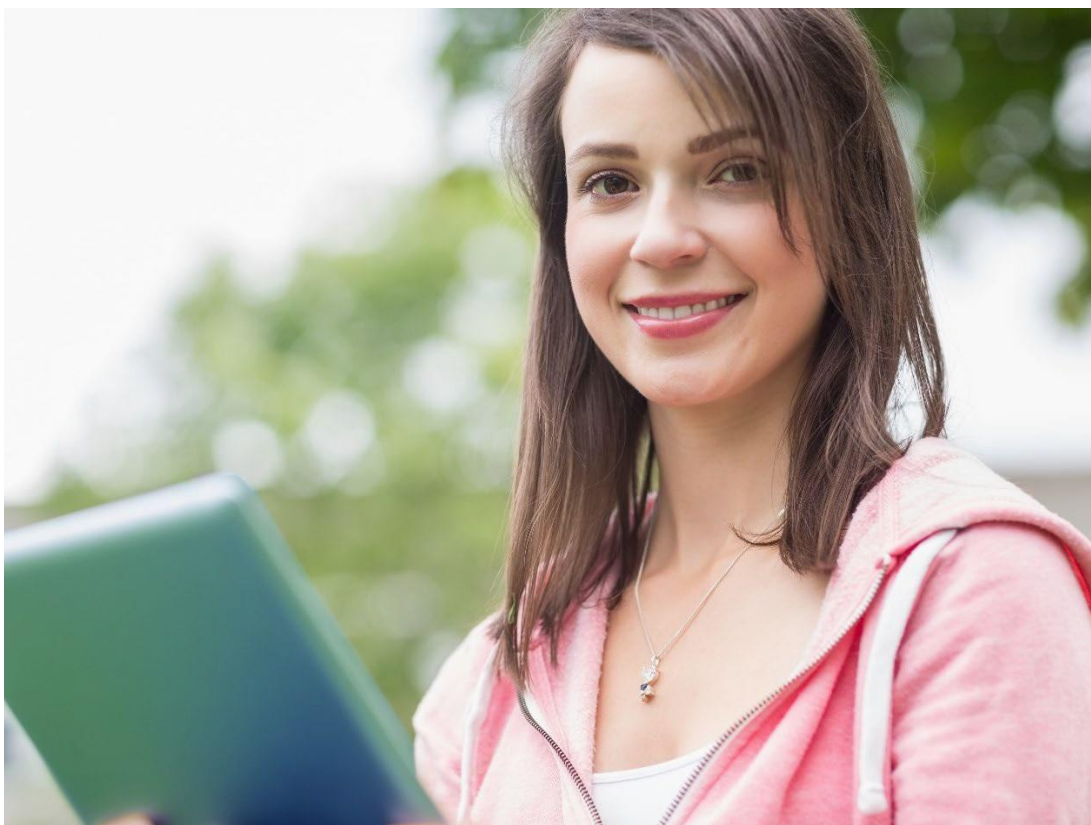
Royal Roads  
University - Hatley  
Castle

Coffee, tea, snacks  
and lunch are  
provided!



# MEDICAL OFFICE ASSISTANT WORK EXPERIENCE

MOA 180 | WORK EXPERIENCE INFO SHEET | WINTER 2024



## TIMING

MOA 180 students engage in 3-week, full-time work experience placements (approx. 105 hours) that will run from **March 18 – April 05 2024**

## CONTACT INFO

Want more information? Contact the **MOA Program Leader** at:

Tel: 250-370-4165

E-mail: [readn@camosun.ca](mailto:readn@camosun.ca)

## ABOUT MOA WORK EXPERIENCE

The Medical Office Assistant (MOA) certificate program prepares learners for the administrative and clinical duties of an office assistant in a medical or healthcare office.

Within the program, our MOA 180 Work Experience is an exciting opportunity for current Camosun students in the MOA program to bring their applied classroom learning to life through performing many of the duties of an office

assistant in a medical or health-care office under the supervision of a professional MOA. Our students are prepared to perform and support a wide variety of office tasks based on the needs of the health-care office.

Health-care offices in Greater Victoria are invited to participate in the MOA learning process through hosting a Camosun College Medical Office Assistant student for an unpaid work experience in Winter 2023.

## COURSE INFO

**MOA 180 – Integrated Medical Office Experience** is a capstone course that provides learners with the opportunity to integrate and apply knowledge and skills acquired throughout the MOA program.

As the final course in the program, our MOA 180 students are prepared to apply their learning in health-care offices performing a variety of duties to support your office needs.

At the work placement, based on the needs of the office, students may book appointments, escort patients to examining rooms, book referral appointments, store and retrieve files, clean instruments, operate the autoclave, submit billing claims to MSP, perform routine medical duties and/or transcribe doctors' dictation.



“I find that since I’ve taken the program it has opened the door to endless possibilities. Most importantly, I feel great about what I do. It’s really rewarding being able to assist in patients’ health, recovery and prevention.”

*Pasqua Terrone, MOA graduate*

For our learners, the work experience provides the opportunity to network and build relationships in the medical and health care field. Your office can help support the development of the next generation of MOAs!

## NEXT STEPS:

Our MOA 180 Integrated Medical Office Experience course instructor will connect with interested health-care offices in January 2024 to go over work experience requirements and expectations, paperwork and any other important information necessary to make this a positive experience for the office and our MOA students.

Offices will have the opportunity to review resumes and select the candidate that best aligns with your office needs.

If your office is interested in hosting more than one student at a time, please communicate this to the instructor during your initial contact.

