

MOA CONNECTION

FALL 2026 EDITION: BACK IN THE SWING OF THINGS!

October 2026

Medical Office Assistants and Office Managers are the heart of clinic operations, keeping practices organized, supporting practitioners, and helping patients navigate their healthcare journey.

This fall, we're celebrating the people behind the scenes who make sure a difference every day. Through the Central Island MOA Network, we aim to strengthen connections across Oceanside and Port Alberni, share practical resources, and create opportunities to learn from one another.

In this issue, we're focusing on:

- MOA Appreciation Day: Celebrating the skills, dedication, and superpowers that make MOAs essential to their teams.
- Learning Together: Upcoming Lunch & Learn sessions and education opportunities.
- Staying Connected: Updates on the MOA Network, membership, and our developing website.
- Tools for Your Practice: Helpful resources and practical tips to support your day-to-day work.

Thank you for everything you do to support your clinics and communities. Your work matters, and we're glad to have you as part of the Network!

Central Island Division of Family Practice
An FPSC initiative



MOA APPRECIATION DAY!

On October 21, we celebrated our amazing MOAs/Office Managers with a little appreciation surprise!
Each MOA received a scratch ticket featuring their own special “superpower” and a Tim Hortons gift card to enjoy a coffee or treat.

Thank you to all our MOAs for the many ways you keep clinics running smoothly and support patients and healthcare teams across our communities. Your hard work and dedication truly make a difference!

Quote of the Season:
“No act of kindness, no matter how small, is ever wasted” – Aesop



COMMUNITY HAPPENINGS

Pathways

www pathwaysbc.ca

Have Your Say: Pathways Evaluation Survey

Pathways wants to hear from you! Reichert & Associates is inviting MOAs, Office Managers, and other healthcare professionals to complete an anonymous 8-12 minute survey about your experience using Pathways.

Your feedback will help guide future improvements to the platform and better support healthcare teams across BC.

📅 Deadline: November 20, 2026

🔗 **Complete the Survey**

Upon completion, you can optionally enter a draw for a $100 gift card. One gift card will be drawn for every 100 responses received.



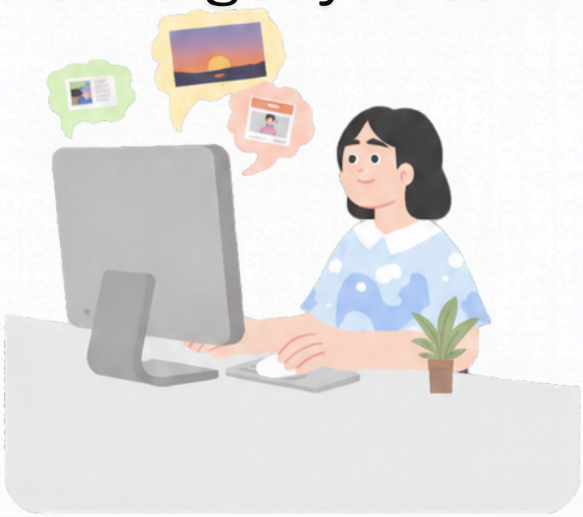
Learning Highlights

Learning Highlight: Pathways Office Toolkit Virtual Lunch & Learn

Our MOA Network recently hosted a virtual Lunch & Learn highlighting the Pathways Office Toolkit. The session introduced practical tools and resources to help Medical Office Assistants navigate Pathways more effectively and support efficient access to healthcare information and services.

Thank you to everyone who joined us and continued to invest in learning and sharing knowledge with colleagues across our primary care community!

if you need access to pathways let us know and we will get you connected



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MOA TIP OF THE SEASON

Pathways

www pathwaysbc.ca

PATHWAYS SPOTLIGHT

A helpful resource at your fingertips!
Pathways is a valuable online tool that helps MOAs and healthcare teams access local health services, specialist information, referral instructions and community resources.

Explore what Pathways offers:

- Specialist Directory: Find specialist contact information and referral details.
- Referral Resources: Access referral forms and instructions.
- Community Services: Locate local ihealth and social supports.
- Patient Resources: Help patients connect with available services.

MOA TIP: Bookmark Pathways on your clinic computer for quick access when processing referrals or helping patients find services.

Explore Pathways: pathwaysbc.ca

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Education & Professional Development

2026–2027 MOA Network Virtual Learning Series

Pre-register today to reserve your place for our upcoming virtual education sessions.

January – Dealing with Difficult Patients

March – Privacy & Confidentiality

REGISTER HERE

Join the Central Island MOA Network

Stay Connected. Stay Informed. Be Part of the Network!
Are you a Medical Office Assistant (MOA) or Office Manager working in the Central Island area? We invite you to join the Central Island MOA Network! The Network provides opportunities to connect with colleagues, share knowledge, access helpful resources and participate in educational sessions designed to support your work in primary care.

Exciting news! We're getting a new Division website! The refreshed website will include a dedicated MOA Network section, bringing member information, resources, education opportunities and updates together in one convenient online space.

Register today to become part of the Network and keep an eye out for more information about our new website and its upcoming launch!



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Thank You

As we settle into fall, we want to thank you for everything you do to support patients, providers, and one another. Medical Office Assistants are an essential part of primary care, and your dedication, professionalism, and compassion make a difference every day.

As we look ahead to the coming months, we look forward to connecting with you through our upcoming MOA Network learning sessions and opportunities to share knowledge, build skills, and support one another in your important work.

As the days grow shorter and the season gets busier, we hope you find time to recharge, enjoy the little things, and take care of yourselves, too.

Wishing you a wonderful fall season!

With appreciation,

Amanda Salvage

MOA Network
Central Island Division of Family Practice
https://divisionsbc.ca/central-island/programs/cidfp-moa-network-0

We'd Love to Hear From You!

This newsletter is created for MOAs, with input from MOAs. If you have an idea for a future newsletter, would like to share a success story, celebrate a colleague, highlight a clinic initiative, or suggest an education topic, we'd love to hear from you.

Your ideas and contributions help make the MOA Network a valuable resource for our community. Please don't hesitate to reach out—we welcome your feedback and look forward to showcaging the great work happening across our region.

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