

MOA CONNECTION

SUMMER 2026 EDITION



July 2026

Happy SUMMER 2026!

As we welcome the warmer months, I want to take a moment to thank each of you for the incredible work you do every day. Medical Office Assistants are often the first point of contact for patients and play a vital role in keeping our clinics running smoothly. Your dedication, compassion, and adaptability make a meaningful difference in the care our community receives. Summer brings its own challenges with vacations and staffing changes, but it also offers a chance to connect, share ideas, and celebrate the amazing work happening across our MOA Network.

A look inside:

-  Education opportunities
-  Community updates
-  MOA Network news
-  Upcoming events





Primary Care Network Updates

PORT ALBERNI

Indigenous Community Health Centre (IHC) Update

The Indigenous Community Health Centre (IHC) is an exciting addition to health care in Port Alberni. Indigenous-led and grounded in culturally safe, person-centred care, the IHC will serve all community members by improving access to primary care and strengthening connections to health and wellness services.

The Port Alberni Primary Care Network is proud to support this collaborative initiative and its role in advancing coordinated, inclusive care for our community.

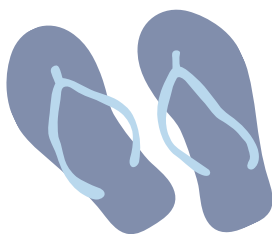
Foundry Port Alberni – Coming in 2027

Exciting changes are ahead for youth and young adults in our community. Expected to open in 2027, Foundry Port Alberni will provide integrated health and wellness services for youth aged 12–24 in a welcoming, accessible space.

The Port Alberni Primary Care Network is proud to support this important initiative and looks forward to working with community partners to improve access to coordinated care for youth and their families.

Quote of the Season:

“Coming together is a beginning, staying together is progress, and working together is success.” – Henry Ford





Primary Care Network Updates

OCEANSIDE

Indigenous Navigator roll

Andrea Wing has been hired as the indigenous navigator and will be working with our local Metis Chapter & Island Health to develop the role.

Division Updates

MOA Recruitment Pilot Project

The MOA Recruitment Pilot Project continues to gain momentum. We are currently finalizing participating clinics across and look forward to sharing updates, successes, and lessons learned over the coming months.

New Port Alberni Division Office

The Central Island Division of Family Practice is pleased to have a new office space in Port Alberni. The office provides a dedicated location for meetings, collaboration, and supporting local primary care initiatives.

While not regularly staffed, the space serves as a hub for Division and PCN meetings, education sessions, and community collaboration by appointment.





Community Connections

Need Quick access to local Children, Youth and Family Mental Health and Wellness supports?

Mental Health Resources–Port Alberni

View the complete Port Alberni Mental Health Resource Guide from SD70

Mental Health & Wellness Resource Guide

[CLICK HERE](#) 

Mental Health Resources–Oceanside

Infographic
Next Page



MENTAL HEALTH & WELLNESS RESOURCES

Oceanside

Help is here. You are not alone



LOCAL & PROVINCIAL SUPPORT

988

Mental Health 24-hr Crisis Line
Call or text 9-8-8



BC Crisis Line/Vancouver Island 24-hr Crisis Line
Call 310-6789



Kids Help Phone 24-hr Line
Text CONNECT to 686868



KUU-US Indigenous Crisis Support 24-hr Line
1-800-588-8717



Métis Crisis Line
1-833-638-4722 (1-833-METIS-BC)



Parksville Intake Clinic- Child & Youth Mental Health
250-954-4737
Tuesday intake hours 9am-3:30pm



Oceanside Health Centre Mental Health
Walk in appointments Mon-Fri 10am-6pm



Society of Organized Services (SOS)
250-248-2093



Haven Society 24-hr Crisis Line
1-888-756-0616



Parksville Family Place
250-947-8242



BC 811 Nurse Line
call 8-1-1



Oceanside Support Services
250-248-0188



ONLINE SUPPORT RESOURCES



bc.211.ca
(also call or text 2-1-1)



vicrisis.ca



foundrybc.ca
(Mental Health & Wellness Support for Youth Ages 12-24)



hopeforwellness.ca



fnha.ca
(First Nations Health Authority)



bouncebackbc.ca



heretohelp.bc.ca



keltymentalhealth.ca



erase bullying
(www2.gov.bc.ca/gov/content/erase)



You Matter

Reaching out is a sign of strength
Support is available

Take Care. Be Kind. You are not alone.



INDIGENOUS & CULTURALLY SAFE SUPPORTS



First Nation Health Authority (FNHA) Mental Health Benefits

<https://www.fnha.ca/benefits/mental-health>



Indian Residential School Resolution Health Support Program

1-877-477-0775



Missing & Murdered Indigenous Women & Girls Health Supports

fnha.ca/mmiwg



Métis Counselling Connection Program
mbcmmetis.com/crisis-and-help-lines/



ADDITIONAL CRISIS & COUNSELLING SUPPORTS



BounceBack BC
bouncebackbc.ca



Haven Society Services
havensociety.com
250-754-7239



Nanaimo Family Life Association
nflabc.org
250-758-1110



MORE WAYS TO GET SUPPORT



Call 9-1-1
if you are in immediate danger



Go to your nearest emergency Department
for urgent medical or mental health care



Reach out to someone you trust
A friend, family member, teacher, Elder or community leader



If you are in immediate danger,
call 9-1-1 or go to your nearest
emergency department.

You are not alone.

Asking for help is a brave and important first step.
There is hope, and support is here for you





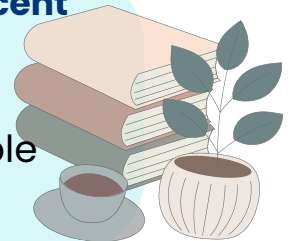
Education & Professional Development

Learning Highlights



Thank you to everyone who has attended recent education sessions.

This spring, our MOA Network held two valuable professional development sessions.



DIVISION BILLING KNOWLEDGE SESSION



Practical guidance on billing processes



Answers to common billing questions



Shared experiences and learning from one another

THANK YOU!

To those who completed the survey—it will allow us to shape further learning.



FIRST AID & CPR CERTIFICATION

MOAs participated in First Aid & CPR training, strengthening their skills and preparedness to respond to emergency situations.



Practical life-saving skills



Increased confidence in emergency situations



Enhanced workplace preparedness



Upcoming Events

2026–2027 MOA Network Virtual Learning Series

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

September – Pathways Office Toolkit
January – Dealing with Difficult Patients
March – Privacy & Confidentiality

Pre-Register Today

REGISTER HERE >

Why pre-register?

Pre-registering helps us plan for attendance, send reminders, and keep you informed as session details are finalized.





Upcoming Events (cont'd)

PAS & EMR Reconciliation Webinars

The FPSC Practice Support Program (PSP) and the Ministry of Health are offering additional webinars to help physicians reconcile their PAS panel with their EMR in preparation for upcoming panel payment changes.

Topics include:

Updating your panel in PAS

Using the PAS reconciliation tool

Accessing patient lists in Med Access, OSCAR, and Profile

Live Q&A

Upcoming Sessions

August 11 | 12:00–1:00 p.m.

September 10 | 12:00–1:00 p.m.

SIGN UP →

[Register](#) now to reserve your spot.



MOA Spotlight

We would like to celebrate you!

Beginning this fall, we'd love to recognize MOAs across our network who go above and beyond.

Have someone you'd like to nominate?

Send me their name along with a few words about what makes them exceptional.

email: asalvage@cidivision.ca



Upcoming Events (cont'd)

Panel Payment Webinar Recording

The FPSC Billing Support Team recently held a webinar to support physicians with the LFP Panel Payment transition to the new methodology. This webinar helps family physicians to:

- Identify the upcoming changes to the panel payment calculations
- Understand how the panel payment is calculated
- Prepare your practice for the changes to the calculation methodology

Please feel free to share the recording with any interested physicians or office staff: **Panel Payment webinar recording**

LFP Payment Model: Learning module

This short, self-paced, online course is designed to help longitudinal family physicians and medical office staff understand the LFP Payment Schedule. Learn about:

- Eligibility
- Enrolment
- Important milestones
- Annual re-enrolment
- Withdrawal requirements

Physicians can find the course on the [Doctors of BC LFP webpage](#), or directly through this link (no login required): [Module 1](#)





Thank you for everything you do to support patients, providers, and one another.

Medical Office Assistants are at the heart of primary care, and your dedication, professionalism, and compassion help create positive experiences for everyone who walks through your clinic doors.

As we enjoy the summer months, we hope you have the opportunity to rest, recharge, and spend time with family and friends. We look forward to connecting with you at our upcoming learning sessions and continuing to support your professional growth through the MOA Network.

Wishing you a safe, healthy, and enjoyable summer!

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 showcasing the great work happening across our region.

Contact: Amanda Salvage asalvage@cidivision.ca