



<b>Autoclaving and Laboratory Resources</b>
<a href="#">Autoclaving 101 Video</a>
<a href="#">Medical Device Processing Toolkit</a>
<a href="#">Sterilization Practices and Protocols for The Medical Office</a>
<a href="#">Video: Urinalysis</a>
<a href="#">Video: Pregnancy Test</a>
<a href="#">Video: LifeLabs Presentation Q&amp;A</a>

<b>BC Family Docs</b>
<a href="#">BC Family Docs – Register MOA Account</a>

<b>Conflict Resolution and Patient Complaints</b>
<a href="#">DoBC Managing Workplace Conflict Webinar Series</a>
<a href="#">Handling Patient Complaints Video</a>
<a href="#">The Canadian Medical Protective Association: Dealing with Conflict</a>

<b>Cultural Safety and Inclusivity</b>
<a href="#">Words Matter - Guidelines on using inclusive language in the workplace</a>
<a href="#">Resources for learning more about equity, diversity, and inclusion</a>
<a href="#">Transgender Care BC: Gender Affirming Patients</a>
<a href="#">Transgender Care BC: Gender Inclusive Language</a>
<a href="#">Transgender Care BC: Making Mistakes</a>
<a href="#">Transgender Care BC: 20 Care Strategies</a>

<b>Doctors of BC</b>
<a href="#">Practice Support Program</a>
<a href="#">Doctors Technology Office</a>

<b>Harm Reduction</b>
<a href="#">Harm Reduction Supplies and Needle Distribution Sites</a>
<a href="#">Substance use &amp; harm reduction resources for health professionals &amp; service providers</a>
<a href="#">Overdose response, Naloxone &amp; training</a>



**Home Care**

[Ambulatory Home Health Nursing at Central Community Health Centre](#)

[Home support at Central Community Health Centre](#)

[Home Health Dietitians at Central Community Health Centre](#)

**Interpreter Services**

[PHSA Language Interpreting Services](#)

**Medical Records / Chart Transfers**

[MedRecords](#)

[DoBC MedRecords Resource](#)

[Tracument](#)

[Medical Records Issues and Guidelines](#)

**MOA Coverage and Hiring Job**

[Sherritt Virtual MOA Services for Coverage](#)

[MOA Careers Job Postings](#)

North Shore MOA Locum Pool: Contact [kbrown@nsdivision.ca](mailto:kbrown@nsdivision.ca) to request the latest version.

**North Shore Community and Emergency Resources**

[North Shore Keeping Safe Resource List](#)

[North Shore Youth Services Directory](#)

[Resource Guide for Caregivers and Older Adults](#)

[Audiology Services at Central Community Health Centre](#)

[Immunization Clinic at Central Community Health Centre](#)

[Speech & Language Services for Children at Central Community Health Centre](#)

[HandyDART](#)

**Pathways**

[MOA Access to Pathways](#)

[Pathways Community Directory](#)

[Pathways Medical Care Directory](#)

[Pathways Webinar for MOAs: Enhancing Efficiency and Patient Support](#)



# North Shore Division of Family Practice

An FPSC initiative

## **PRIME and CareConnect:**

[Video: PRIME registration and renewals](#)

[CareConnect](#)

## **Referrals**

[Changes to the Re-Referral Process Webinar](#)

[Implicit Re-referral/Subsequent Consultation – FAQs](#)

## **Special Authority**

[Video: Special Authority eForms enrolment with Provider Identity Portal](#)

[Special Authority eForms Video Tutorial](#)