

Pathways User Guide



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Pathways Overview

Pathways is a web-based resource that helps to streamline and optimize patient referrals. It provides a comprehensive, searchable database of specialists, specialty clinics and services organized by specialty. Pathways contributes to improved patient outcomes by incorporating learnings from Shared Care initiatives, including decision tools, care pathways, pearls, red flags, and patient education materials that are also organized by specialty and specific areas of practice.

Philosophy

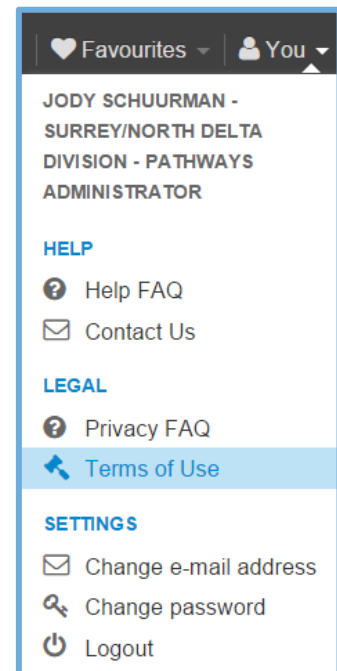
- To Improve Patient Care
- Built by GPs for GPs
- Local Sense of Ownership
- Password Protected. Pathways is only for use by physicians, their medical staff & other authorized health care providers.

Goals

- To provide accurate referral resources, thus facilitating optimal and efficient specialist and clinic referral decisions
- To provide up-to-date, evidence based Physician and Patient Resources
- To be a repository for relevant Shared Care work
- To act as a communication tool

Pathways Terms of Use

The Terms of Use for Pathways can be found under the top black banner, under “You”. They are also presented in Appendix A of this guide with key points emphasized.



Creating an Account

1. Visit <http://www.pathwaysbc.ca>
2. Enter your email address and select “I am a new user.” This will be the email address you use to log in to Pathways. If you plan on sharing the Pathways login information with others in your office we recommend using a clinic email address.
3. Enter your unique access key. You will only need to use this access key once, to set up your account. Activate your account by creating a password and agreeing to the Pathways Terms of Use. If you are setting up an account for multiple users, try to pick a meaningful password for your office.
4. Once you have set up your account simply sign in as a returning user with your email



Every Pathways account has to be set up using a different email address, so if you are setting up more than one account in your office, you will need to use a unique email address for each one.

address and chosen password.

Managing Your Account

Changing your password

Click on “You” at the top right corner of the screen and follow the link to change your password. You may also change the email address you use to login here.

Resetting you password

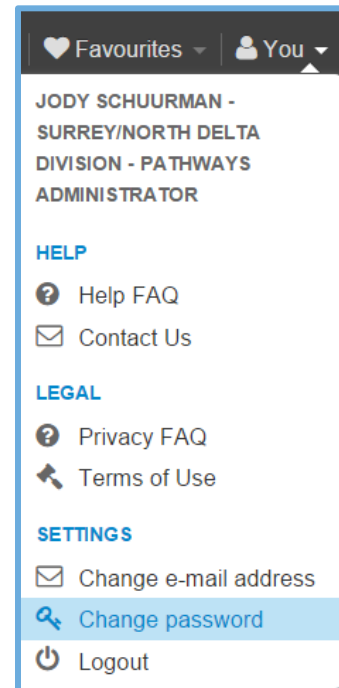
You can reset your password at the login screen. Click on “Forgot your password?” and enter the email address you used to set up your account and a new password will be sent to that address. From there you’ll be able to login and reset your password.

Deactivating your account

If you no longer want to have access to Pathways (for example, you’re moving away), please notify a Pathways Administrator or administration@pathwaysbc.ca so we can deactivate your account.

When someone leaves your office

If a user leaves an office with a shared login and password the office is required to change the password. If a user leaves an office and has his or her own unique login and password, the office is required to contact Pathways administration to deactivate that account. Please contact us at administration@pathwaysbc.ca.



Managing Your Pathways Profile

Some Pathways users have profile pages that display information about their practices. This includes both individual specialists and clinics that provide health care services. Pathways users who have profile can update their information to keep it correct and up-to-date. Details about wait times, office hours, areas of practice, referral forms, patient instructions and other information can all be edited.

In addition, Pathways may have added more options and opportunities for providing information on the profile, so it is important to regularly review and update your profile. It is the role of your division’s Pathways Administrator to contact all specialist and clinic profiles in their division when pertinent options are added. Pathways Administrators will also routinely contact all specialist and clinics with profiles (approximately every 6 months) as a courtesy to ensure the information on the profiles is still correct.

Review and update information about your practice

1. Find the record for your practice by clicking on the “You” drop down menu and then your name, or by using the search box to type your name or clinic name, or by clicking on the appropriate specialty and then selecting you or your clinic.
2. If you see something you would like to change, click “Update Specialist’s Information” or Update Clinic’s Information” at the bottom of your profile.
3. Modify the information as appropriate. Pay particular attention to the “Accepts Referrals For” section, as there may be additional options added since you originally filled out your survey.
4. To save your changes, click “Update Specialist” or “Update Clinic” at the bottom of the form.

Quick Tip:

Click “Update” even if you don’t see anything that needs changing, as it helps us keep a record of when you last reviewed the information.

Your changes will be sent to the Pathways team and will appear on Pathways shortly.

Referral Forms

If you would like to add, delete, or change a referral form linked to your profile, scroll to the bottom of your profile and click “Referral Form”. This will bring you to a webpage where you can remove current referral forms and also upload a .pdf version of your referral form. Give the form a title, such as “Dr. X’s Office – Referral Form”. Click “Update” to save your changes.

Photograph

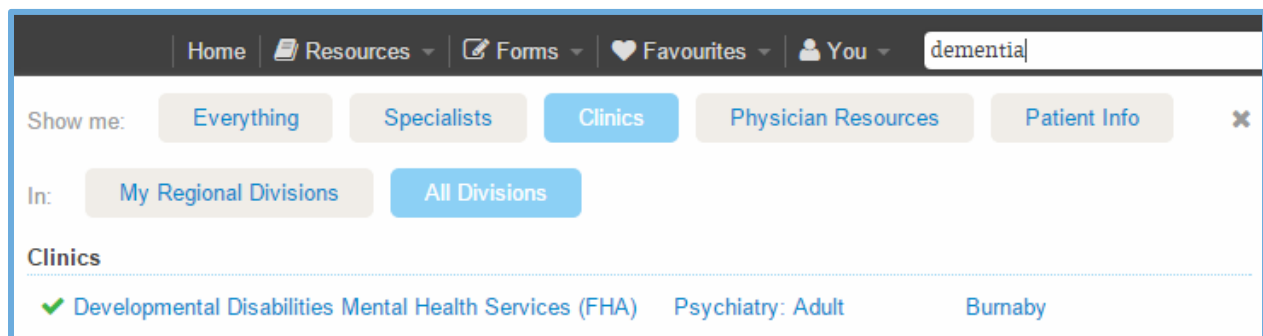
If you would like to add, delete or change a photograph on your profile, scroll down to the bottom of your profile and click “Photo”. This will bring you to a webpage where you can add, change or remove a photograph. The photograph must be less than 2 MB in order for it to upload. Additionally, the photograph must already be rotated correctly, as there is no option to rotate the photograph once it has been uploaded.

Searching and Using Pathways

This section outlines some of the ways Pathways functions to provide easily accessible referral information.

Key word search

Know what you’re looking for? Use the search box in the top menu bar of every page to search quickly for any Pathways content. Start typing in the search box and a drop down menu of possible matches will appear. Type more letters and the list of possible matches will narrow. If you see what you need, click



on the title and you will be taken to the related webpage.

The key word search also allows you to refine your search from “Everything” to only specialists, clinics, physician resources or patient information. Click on your preference to refine the search. You can also



Regional Divisions: Your division has decided which geographic areas automatically appear in your search. To give feedback about which geographic areas you’d like to appear for a particular specialty, email administration@pathwaysbc.ca

change from the regional divisions to all division to expand the scope of your search.

Find a specialist or clinic that meets your patient's needs

Specialties are listed on the left hand side of the home screen. When you click on one of the specialities, you'll be automatically taken to a list of individual physicians. Click on the headings on the blue border running across the top of the screen to switch to a list of clinics or to see some of the resources available for the specialty.



Narrow or expand your search

Use the "Filter Specialists" or "Filter Clinics" section to narrow your search by areas of practice a specialist or clinic accepts referrals for, physician gender, languages spoken, and more. This is a powerful tool which allows you to filter by multiple criteria to find the specialist who best meets your patient's needs. Simply click one or more of the boxes and Pathways will do the work for you quickly and efficiently, showing only those specialists/clinics matching your search.

Referrals	+
Sex	+
Schedule	+
Languages	+
Associations	+
Cities	-
All Cities Regional Cities No Cities	
<input checked="" type="checkbox"/> Abbotsford	<input type="checkbox"/> Agassiz
<input type="checkbox"/> Anmore	<input checked="" type="checkbox"/> Burnaby
<input type="checkbox"/> Castlegar	<input type="checkbox"/> Chilliwack
<input type="checkbox"/> Christina Lake	<input checked="" type="checkbox"/> Coquitlam
	<input type="checkbox"/> Crawford

Click the blue "+" sign to see the options for each heading. Clicking on "Expand Search Area" will allow you to choose from a list of geographic locations. Selecting areas of practice under "Accepts Referrals For" instantly filters the list of specialists to those that are relevant for your patient's needs will. If there are other physicians who accept referrals for the area of practice you selected, these physicians will also display. You may then select "Hide" to limit the specialists to the particular specialty you are interested in.

Showing all specialists who accept referrals in Elbow. [Clear all filters.](#)

[Hide results from other specialties.](#)

Quick Tip:

Anything in [blue](#) on Pathways can be clicked on (it is a link to somewhere else on the site).

Sort your results

You can sort the listing of specialists alphabetically by name, by city, or numerically by average wait time. Simply click on the column heading. And once you've found a specialist you're interested in referring to, click on a physician's name to see his or her profile.

Specialist or clinic referral status

Each profile is marked with an icon to help you choose the best option for your patient. Hover over the icon to understand what each icon means, or glance at the icon key legend, found below the filter function.

Icon Key

- ✔ Accepting New referrals
- ✔ Accepting limited new referrals by geography or # of patients
- ✘ Not accepting new referrals
- ↔ Only works out of, and possibly accepts referrals through, clinics and/or hospitals
- ⚠ Referral status will change soon
- ❓ Referral status is unknown

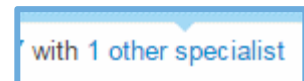
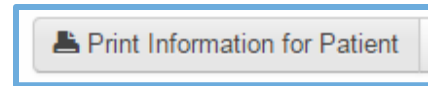
Referral information

Each specialist's page contains information specific to their practice and their preferred referral procedures.

Some specialists and clinics have even provided their referral forms that can be printed out. Information regarding average wait-times and contact information is listed to help you make the best referral for your patient. Specialists are able to edit their own information at any time to keep it current.

Print information for patient

Use the “Print Information for Patient” button at the bottom of every specialist or clinic’s page to bring up a fillable, printable form that includes a Google Map and contact details for the office, as well as room to type in additional appointment information and instructions. If there is more than one location for a specialist or clinic, a pop up will appear so you can select the appropriate address to print for the patient.

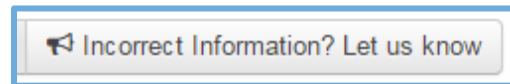


Find which doctors work together

Want to know who else a specialist works with? Pathways can tell you. Look beside any individual specialist’s address. If there are other specialists in the office, you will see a note like this: “with 2 other specialists”. Click on the blue words to link to those other specialists.

Report inaccuracies

Pathways is only as good as the accuracy of its information. That’s why, in addition to being able to update your own profile, you can also provide feedback on other specialists and clinics. If you are viewing a profile that you think has incorrect or missing information please let us know by clicking “Incorrect Information? Let us Know” button and you can enter any comments you have.

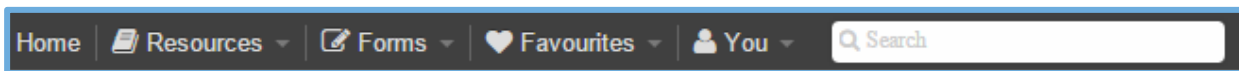


We will follow up on all feedback. You can also click on the “Contact Us” tab at the bottom of any Pathways page, and an email box will pop up, ready for your message. Alternatively you can also email administration@pathwaysbca.ca. We will follow up on all feedback, to ensure the most accurate information is displayed.

Inform us about a specialist or clinic

If you have information regarding specialists or clinics, please let us know. Use the “Contact Us” icon at the bottom of every Pathways page to send us a message.

Top Menu Bar Navigation

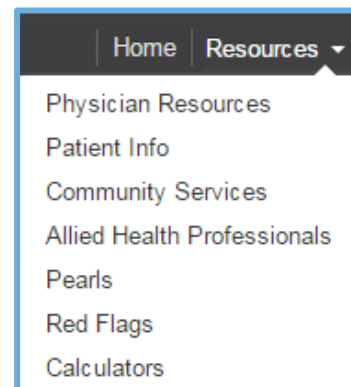


Physician and Patient Resources

You can see a complete list of resources from the Resources tab in the black menu bar at the top of any Pathways page. These can be filtered by checking off the specialties on the right side of the screen.



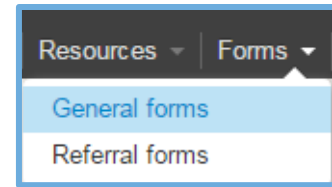
Email resources to your patients
 Many of these resources can be emailed directly to your patients by clicking on the blue envelope beside the resource. The email will be generated by Pathways so the physician’s or MOA’s address will not appear. The sender will be shown as



noreply@pathwaysbc.ca. The email addresses and other patient information are not stored anywhere on Pathways, ensuring confidentiality.

Forms

You can search for forms from the black menu bar at the top of each page. You can select either General forms or Referral forms and then use the filter function to find exactly what you need. Some forms are fillable PDFs

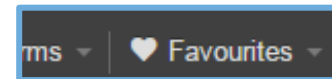


that can be completed and printed while logged onto Pathways.



Create a list of favorites

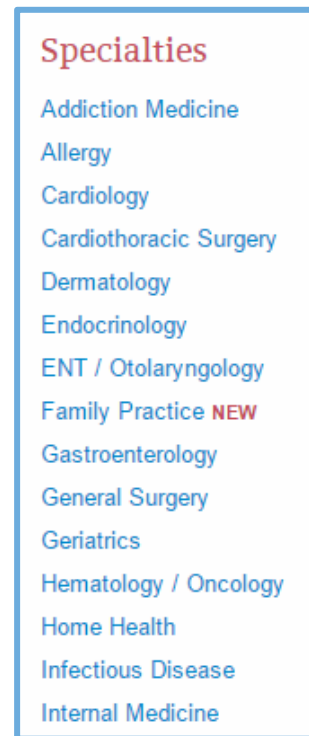
You can create a list of favourites by clicking on the black heart icon next to the name of the specialist, clinic or resource. Clicking on the heart once will turn it red. Access your favourites menu from the top menu bar of any Pathways page.



Homepage Navigation

Specialties

Specialties are listed on the left hand side of the home page. Click on these to be taken to a list of specialists, clinics and resources in each specialty.



Latest Specialist and Clin

Jennifer Reynolds's office (Rheumatology) is accepting new referrals.

Ravi (Arvinder) Ghag's office (Orthopedics) and is accepting new referrals.

Kenny Lee's office (Orthopedics) has new referrals.

Get the latest Division news

Your Division's Pathways home page features information and updates specific to your location. The centre column of the home page shows information such as announcements regarding new specialists who have been added to Pathways, or who have recently retired, moved or changed their contact information. If a new specialty category is added to Pathways, you will find that news here as well. This center column is also the place to check for news about Division events, updates on the Attachment

Division Updates

Heads up! Vancouver launches Pa
 This is an important step in making and functional tool because it will make 800 specialists and sub-specialists i

initiative and other key programs.

Featured Content

The right-hand section of the home page shows Featured Resources in a number of different categories, such as Physician Resources, Patient Info, Pearls, Red Flags, etc. These are materials selected by a team of doctors in your Division as being items of special or timely interest to family physicians. They are chosen from among the many resources stored in Pathways, and the items

Featured Content

Physician Resources

- Pregnancy: Routine Care Schedule including Prenatal Genetic Screening (Summary of BC Maternity Care Pathways) ♥
- Dermatomes ♥
- Radiation Dose Comparison Table ♥
- CVD Risk Calculator: James McCormack ♥

Patient Info

featured change regularly, so check the home page often to stay on top of what's new.

Urgent alerts

Whenever there is breaking news of importance to family doctors and specialists, it will be displayed across the top of the home page in a bold blue banner. This might include important messages from your Medical Health Officer, important new programs, or other practice-changing news.

Appendix A: Pathways Terms of Use

These Terms of Use (“Terms”) are a legal agreement between you, on your own behalf or, if applicable, on behalf of your organization. You or your organization is collectively referred to as “you” and the Fraser Northwest Division of Family Practice Society as “FNWDFP”.

YOU MAY NOT COPY OR OTHERWISE USE PATHWAYS AND/OR THE CONTENT (OR ANY PORTION THEREOF) WITHOUT AGREEING TO

THESE TERMS. IF YOU COPY OR OTHERWISE USE PATHWAYS AND/OR THE CONTENT (OR ANY PORTION THEREOF) YOU ARE DEEMED TO HAVE AGREED ON YOUR BEHALF OR ON BEHALF OF YOUR

Key point:



You must agree to the terms of use before copying or otherwise using Pathways and/or any of the content.

Key point:



Pathways is a web based resource for the use of physicians, their staff and other authorized health care providers in order to facilitate optimal, efficient referrals.

ORGANIZATION TO BE BOUND BY THESE TERMS.

Pathways is a web based resource for the use of physicians, their staff/teams, and any other authorized health care providers in order to facilitate optimal, efficient specialist and clinic referrals. For the purpose of these Terms of Use Pathways consists of the current running instance of Pathways and the information contained within Pathways. A significant portion of the Pathways source code is governed under a GPL.v3 open source license.

The Pathways website, located at <https://www.pathwaysbc.ca>, contains information about medical specialists and clinics in selected areas of BC as well as physician and patient resources (the “Content”). The number of areas for which specialist and clinic data is available is growing as more divisions adopt

Key point:



GPL aka GNU General Public License, is a widely-used free software license which allows end users the freedoms to run, study, share, and modify the software. Importantly, using GPL allows the costs of building and updating Pathways to stay significantly lower than if this open source license was not used.

Pathways and add their area’s information to the website.

Terms of Use

1 If Pathways or these Terms are modified, your continued use of Pathways will constitute your acceptance of Pathways modifications and your agreement to be bound by the modified Terms. The current Terms will be posted on the Pathways website. To stay informed of any changes, please review the most current version of these Terms on the website. Your license to use Pathways depends upon your agreement to be bound by these Terms and any modification to these Terms. If you do not agree to be bound by these Terms, you may not use Pathways.

2 Pathways is proprietary to FNWDFP. Subject to the your acceptance of these Terms, FNWDFP grants you a non-transferable, non-exclusive,

Key point:



Pathways is proprietary to FNWDFP.

limited license (the “License”) to use Pathways for your bona fide purposes with no right to sublicense. Certain third party code may be provided with Pathways. License terms accompanying such third party code will govern its use. FNWDFP reserves all rights not explicitly granted herein.

3 All Pathways users shall sign in with the UserID and password assigned to the user’s office or to them personally. Users shall not share or disclose user names and passwords outside of the user’s office. If a user leaves an office with a shared UserID and password, the office shall change the password. If a user leaves an office where each employee has their own unique UserID and password, the office shall

Key point:



All Pathways users shall sign in with their assigned UserID and password. Users shall not share or disclose user names and passwords outside of the user’s office.

When someone leaves an office with a shared Pathways UserID and password, the Pathways password for that office must be subsequently changed.

request the Pathways Administrator to deactivate his/her UserID.

4 You acknowledge and agree that FNWDFP makes the Content available through Pathways as a convenience to you. The Content is for informational purposes only. The Content is not intended to be a substitute for professional medical advice, diagnosis, or treatment. FNWDFP does not recommend or endorse any specific tests, physicians, products, procedures, opinions, or other information that may be mentioned in the Content. Reliance on any information provided by FNWDFP in the Content is solely at your own risk. You agree to use your professional judgment in using the Content including, without limitation, making any of the Content available to your patients.

5 The referral information posted on Pathways is for the sole use of physicians, their staff/teams and any other authorized health care providers to facilitate patient referrals and may not be copied for any other purpose. Only the referral information provided by using the ‘Print Information for Patient’ button, or a list of physicians accepting new patients, if

Key point:



The Content hosted within Pathways is not intended to be a substitute for professional medical advice, diagnosis, or treatment.

Key point:



Only referral information that has been clearly indicated as patient information may be printed and distributed to patients. Do not copy, print or distribute specialist private lines, fax numbers, and wait time information outside your office.

provided, may be copied for the patient. You may not under any circumstances copy or disclose specialist direct lines, fax numbers, and wait time information outside your office.

6 UserID email addresses and private medical office assistant email addresses are collected solely for Pathways administrative purposes and will never be published or shared.

7 Specialists and clinics are responsible for periodically reviewing the Content about their practices/clinics, with the goal of consistently keeping this Content complete and accurate.

8 Content relating to specialist and clinic information, including wait times, has been provided by the specialist/ clinic offices themselves. However, the Pathways user community is encouraged to send the Pathways Administrator feedback when posted Content appears to be inaccurate. Feedback will be investigated and Pathways updated as FNWDFP deems appropriate. Receiving user input is a key element in keeping Pathways current.

Key point:



Pathways Users are encouraged to send feedback when content appears to be inaccurate. All feedback will be investigated by Pathways Administrators and content updated as deemed appropriate.

9 NOTE: Unless otherwise specified, wait times represent best estimates for an average non-urgent referral.

Key point:



Wait times represent best estimates for an average non-urgent referral.

10 You may submit information to be included as part of the Content. You agree to only submit materials that you have created yourself or that you have all rights to transmit and license and which do not violate any intellectual property rights, privacy or other rights of any other person. You agree that you will not submit any materials that contain health information about any individual. Submission of images or video of any person without their express consent and permission is prohibited. FNWDFP reserves the right, in its sole and unfettered discretion, to approve or reject any materials submitted for inclusion in the Content and remove any Content from Pathways at any time.

11 If you no longer wish some or all of the Content about yourself or your practice or clinic to be posted on Pathways please contact the Pathways Administrator in order to have it removed.

12 Content that is a patient resource can be shared with patients at the discretion of their physician. If Content that is a patient resource is

Key point:



Patient Resources can be emailed to patients. Please inform patients that their email addresses will be used for the sole purpose of sending them the resource and will not be retained on the Pathways website after the email has been sent.

emailed to a patient, physicians need to inform their patient that their email address will be used for the sole purpose of sending them the above Content and thereafter will not be retained in Pathways. Physicians should also seek patient consent that s/he is comfortable with the patient resource going to a shared email address, should this be the case.

13 Pathways may at its discretion make use of anonymized aggregate data from the Pathways system for research and analysis purposes. Note that no personalized information of any kind is used in such activity.

14 FNWDFP may permanently or temporarily stop providing, or may modify Pathways, any feature or Content included in Pathways, or the availability of Pathways and/or Content on any particular device, at any time and without notice to you. FNWDFP may immediately terminate your License should a third party make an intellectual property infringement claim relating to Pathways and/or the Content.

15 You can terminate the License at any time by advising FNWDFP of your intention to terminate your use of Pathways. FNWDFP reserves the right to terminate your License immediately for any reason by providing you with a written termination notice. Upon termination of the License you shall immediately cease any and all use of Pathways.

16 You agree not to:

a Use, copy, republish or distribute Pathways, or cause or permit any

b Attempt to transfer your License to Pathways, in whole or in part, to

c Except to the extent that these restrictions are void under person to use, copy, republish or distribute Pathways, except as expressly

Key point:



Your acceptance of the Terms of Use means that you will not copy, republish or distribute Pathways and that will not cause or permit any attempt to transfer your license to Pathways and/or otherwise change Pathways without full agreement by FNWDFP.

agreed to by FNWDFP any other person, or applicable law, directly or indirectly attempt in any way to rewrite, reorganize, reproduce, decompile, disassemble, reverse engineer or translate Pathways, create derivative works thereof, or circumvent any usage or other restrictions imposed by FNWDFP.

17 You shall defend, indemnify and save FNWDFP and its respective directors, officers, employees, agents, affiliates, members or any combination thereof harmless from any claims, costs (including settlement and legal or other professional fees on a solicitor and own client basis), damages, expenses, losses, and liability arising out of or relating to, either directly or indirectly:

a Your use of Pathways and/or the Content

b Your violation or breach of these Terms

c Your violation of any third party right, including any intellectual

d Your violation of the law of any relevant jurisdiction, or

e Any claim that your use of Pathways and/or Content caused property right damage or harm to any person including, without limitation, personal injury or death.

18 This indemnity obligation will survive the termination or expiration of your use of Pathways and these Terms.

19 YOU AGREE THAT YOUR USE OF PATHWAYS AND CONTENT IS AT YOUR SOLE RISK AND THAT PATHWAYS AND CONTENT IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FNWDFP, PARTNERS AND THEIR RESPECTIVE AFFILIATES EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IN PARTICULAR, FNWDFP, ITS PARTNERS AND THEIR RESPECTIVE AFFILIATES MAKE NO WARRANTY THAT (A) PATHWAYS AND/OR CONTENT WILL MEET YOUR REQUIREMENTS; (B) YOUR USE OF PATHWAYS AND/OR CONTENT WILL BE TIMELY, UNINTERRUPTED, SECURE OR ERROR-FREE; (C) ANY INFORMATION OBTAINED BY YOU AS A RESULT OF PATHWAYS AND/OR CONTENT WILL BE ACCURATE OR RELIABLE; AND (D) ANY DEFECTS OR ERRORS IN PATHWAYS AND/OR CONTENT WILL BE CORRECTED.

20 ANY CONTENT DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF PATHWAYS IS ACCESSED AT YOUR OWN DISCRETION AND RISK, AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE OR HARM THAT RESULTS FROM THE DOWNLOAD AND USE OF ANY SUCH CONTENT. YOU FURTHER ACKNOWLEDGE THAT THE CONTENT IS NOT INTENDED OR SUITABLE FOR USE IN ALL INSTANCES THAT COULD LEAD TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL DAMAGE.

21 TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT SHALL FNWDFP BE LIABLE FOR ANY DAMAGES SUFFERED OR INCURRED BY YOU OR ANY OTHER PERSON OR ENTITY INCLUDING, WITHOUT LIMITATION, ANY SPECIAL, INCIDENTAL, INDIRECT, DIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, LOSS OF REVENUE, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE PATHWAYS OR THE CONTENT, EVEN IF FNWDFP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

22 Please note that some jurisdictions do not allow the type of limitation listed above, so some of these limitations may not apply to you.

23 YOU ACKNOWLEDGE AND AGREE THAT THE LIMITATIONS OF LIABILITY SET OUT HEREIN ARE FAIR AND REASONABLE IN THE CIRCUMSTANCES OF THESE TERMS AND THAT FNWDFP WOULD NOT HAVE PROVIDED YOU ACCESS TO OR USE OF PATHWAYS OR THE CONTENT BUT FOR YOUR AGREEMENT TO LIMIT FNWDFP' LIABILITY IN THE MANNER, AND TO THE EXTENT, PROVIDED FOR HEREIN.

24 FNWDFP is located within the Province of British Columbia, Canada. These Terms will be governed by and construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein. The parties agree that the Courts of the Province of British Columbia shall have exclusive jurisdiction to hear and make any judicial determination on any issue arising with respect to these Terms.

25 These Terms will be for the benefit of and binding upon your heirs, executors, representatives, administrators, successors and permitted assigns.

26 These Terms constitute the entire understanding between the parties hereto and supersede all previous communications, representations and understandings, oral or written, between the parties, with respect to the subject matter of these Terms.

Pathways is a referral tool for physicians made available through funding from both the General Practice Services Committee and from Divisions of Family Practice. The General Practice Services Committee is a partnership between the BC Ministry of Health and Doctors of BC.

