

MOA NEWSLETTER

Canada's health system is broken.

Millions of people can't get the care they need now, and many are no longer confident the health system they rely on will deliver in the future. The pressure on health workers, meanwhile, is driving record burnout, with some reducing their hours or leaving their jobs entirely.

To address this crisis, governments have been looking at every option – including a shift in the long-held balance of public and private health care in Canada.

To make sense of what that means to Canadians – and update our advocacy to reflect current realities – the Canadian Medical Association (CMA) has spent the last year on a national listening tour. Through surveys, at public events in partnership with The Globe and Mail, as well as focused dialogues with physicians and patients, we've heard from more than 10,000 Canadians – about what they want from the health system, where it's falling short and solutions to bridge the gaps.

PUBLIC AND PRIVATE HEALTH CARE

SURVEYS ON PUBLIC AND PRIVATE HEALTH CARE IN CANADA

As part of work on the balance of public and private health care in Canada, the Canadian Medical Association (CMA) commissioned two surveys in the summer of 2023 to better understand the views of the public and physicians on the state of the health system, issues of concern and potential solutions. Below are some of the highlights.

[Survey Says!!](#)

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MOA LOUNGE

MOA SUPPORT

BC Family Doctors: Access for MOAs

Did you know each BC Family Doctors physician member can register one MOA or office staff? Access all kinds of Billing Information! Find out how [HERE](#)

Division Of Family Practice MOA Resources

Social Media

Kamloops MOA Discussion Board
(*for working MOAs*)

Kamloops MOA Bulletin Board
(*great for JOB posting!*)

Medical Office Assistance of Canada

PREVIOUS NEWSLETTERS

LOOKING FOR SOMETHING?

our newsletters could be your answer.

- PHARMACY CHIT CHAT - [CLICK HERE](#) -FIND IT ON PAGE 8
- PHARMACY DISPENSING FEES - [CLICK HERE](#) FIND IT ON PAGE 11
- ELECTRONIC RECORD SUPPORT - [CLICK HERE](#) FIND IT ON PAGE 3
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MOA ACKNOWLEDGMENT



Jennifer Cooper

I am a Medical Office Assistant for Dr. Butterwick, an orthopedic surgeon whose dedication to his practice and his exceptional care for our patients inspire me daily. I have been an MOA in Kamloops for the past seven years, gaining experience in primary care, seniors' health and wellness, cardiology, and working casually in RIH's emergency department. Outside of work, I cherish spending time with my husband at our RV resort in the Shuswap and enjoy our weekend hunting road trips together.

Lee Frocklage

I graduated as an LPN in 1971 and worked at both Nelson Hospital and Clearwater Hospital for several years.

In 1977, I transitioned to a Medical Office Assistant role for Dr. W. Chin and Dr. Ciastko at the Irving Clinic.

Later, I moved to Prince George, where I established the Northawke Medical Clinic for Dr. Dykes and Associates. Afterward, I returned to Kamloops, providing relief work until I joined Dr. Larry Webster's practice.

My journey then took me to the Ashcroft Medical Clinic, where I served as the Nurse, followed by a position in Surrey with Dr. Silvia Glen. Finally, I returned to Kamloops, where I have been working with Dr. R. McLaren.



COACH'S CORNER

Thompson Region Division of Family Practice

Goodbye from Chelsea Brookes

I've taken a new position and have left the Thompson Region Division of Family Practice as of August 23. It's been an absolute pleasure working with all of you over the last five years. I'm constantly in awe of the hard work and dedication you have to the community and health care.

Thank you for your kindness and for trusting me with this important work. I wish you all the best in the future!



At **Doctors of BC**, through our Practice Support Program, one of our many support offerings are Physician and medical office assistant (MOA) peer mentors. They work with our coaches to provide one-to-one support directly in your practice with various topics which may include office workflow and efficiencies, EMR optimization, and clinical learning. Whether you already know what kind of support you are looking for or want to learn more about how your practice might benefit, our team can help you.

If you're interested in connecting with a peer mentor to support your practice, please contact your local PSP Coaches, **Chelsey McKinney** or **Sara Becker**.

We now have a way you can subscribe to receive LFP (LFP Payment Model) and PAS(Provincial Attachment System) newsletters directly from Doctors of BC! Please use the form below to subscribe to our mailing list, and stay informed on the latest updates from Doctors of BC. You can unsubscribe from this list at any time.

LINK to subscribe

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DOC TOK

“The good physician treats the disease; the great physician treats the patient who has the disease.” – William Osler

NEW OBGYN

We are pleased to announce that Dr. Christine Sutton will be joining the Kamloops OBGYN group this coming September 2024. Dr. Sutton is relocating from the Lower Mainland, where she has been an esteemed practitioner at Surrey Memorial Hospital for several years. We are excited to welcome her expertise and commitment to women's health to our community.

Contact Information:

520 Nicola St, Kamloops, BC
Phone: 250-377-3382
Fax: 250-377-3387
MSP Billing # 68278

We look forward to Dr. Sutton continuing her outstanding care and dedication here in Kamloops.

NEW VASCULAR SURGEON

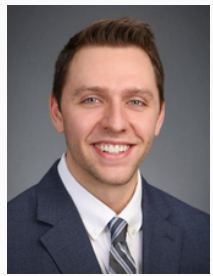
We are pleased to announce that Dr. Jeffrey Grab has joined the Vascular Group alongside Dr. A. Azad and Dr. Steven Johnson

.Dr. Grab brings with him extensive expertise and is a valuable addition to the team.

For all referrals, please direct them to the Vascular pool.

Contact Information:

210-546 St. Paul St
Kamloops, BC
Ph: 250-377-3331
Fax: 250-434-1413
MSP billing# J5720



DOC NEWS

Dr. Kyle Okano (Pediatrician)

is moving offices.

As of September 1st the new address will be:
201-520 St. Paul Street
Kamloops, B.C. V2C 2J2
Ph: 250-374-7722
Fax: 250-374-0446

Dr Collier (Neurologist)

last day will be
Oct 26th 2024

We wish him all the best in his retirement

Dr Jelfimow has now retired.

We wish him all the best

New physicians in the Thompson Region:

- Dr Catherine Nowierski – Sun Peaks

Graduating from the UBC Family Medicine Residency Program

- Dr. Andrea Houze will begin practicing in Chase in January.
- Dr. Harmeet Singh is heading to Ashcroft.
- Drs. Tonya-Leah Watts and Ben McNiven will be practicing in Merritt.
- Drs. Carlee Clyde, Kaitlin Toplak, Lucas Hoffert, and Suhana Kamakari are exploring opportunities in Kamloops.

Welcome to the new group of residents

- Dr. Indee Ratnayake, Saim Irfan, Jacques Laniece, Katrina Koehn, Julia De Pieri, Kai McGrath, Melissa Beaulac, Mark Stephens, and Marielle Timmins.

CLINIC CONNECTIONS

The Urgent Primary Care and Learning Centre

Open 7 days a week, 365 days a year and patients are seen from 9:00 AM to 9:30 PM.

Phone lines open at 10:00 AM for booking same-day or next-morning appointments, with scheduling available from 1:00 PM on the same day until 1:00 PM the following day.

The Centre offers both virtual and in-person visits.

The team includes Nurse Practitioners, General Practitioners, Physiotherapists, Social Workers, and Nursing Services. Physiotherapists are available seven days a week to conduct assessments and provide exercises. Social Workers assist patients in navigating community supports and various systems within the medical field. Nursing Services provide a range of care, from suture removal to IV antibiotics.

Physiotherapy and Social Work services are available through self-referral, and patients are encouraged to call after 12:00 PM to book an appointment. Physio is 1 to 2 treatments and are covered by MSP.

Nursing services generally require a referral, which can be submitted through a referral form or a consult note.



102-311 Columbia St
Kamloops, BC V2C 2T1
Phone: 250-314-2256
Fax: 250-314-2421

PAP CLINICS

RN COLLABORATE INC

104 - 436 Lorne St
Kamloops, BC, V2C 1W3
Phone: 778-257-2233

HOPE WELL WOMEN'S AND SEXUAL HEALTH CLINIC

429 Tranquille Road
Kamloops BC V2B 3G9
250-376-4646

WELL-WOMEN'S CLINIC

Kinetic Energy
Healthcare and Wellness
Centre
#207-450 Lansdowne
Street
Kamloops, BC, V2C 1Y3
Phone: 250-828-6637

STEPS

Women's and Sexual
Health Clinic
102-3200 Valleyview Drive
Kamloops, BC, V2H 0A6
Phone: 778-362-1582

EDUCATIONAL OPPORTUNITIES

Meditech Expanse
System learning
videos

Free Online
Public Health Courses
63 free courses



Psychological First Aid

Learn to provide psychological first aid to people in an emergency by employing the RAPID model: Reflective listening, Assessment of needs, Prioritization, Intervention, and Disposition.

Learn CPR, AED and First Aid with 7 Steps

This course will prepare you to perform CPR, First Aid, and use an automated external defibrillator (AED) in accordance with the latest guidelines.

EMPLOYMENT OPPORTUNITIES

MEDICAL OFFICE ASSISTANT- IHA

Lansdowne Mall has an exciting opportunity for a Relief Part-time Medical Office Assistant to join their team in Kamloops B.C.! This position works Monday/Tuesday/Wednesday from 08:30 to 17:00.

MEDICAL CLINIC ASSISTANT

Supporting Team
Excellence with Patients
(STEP) Society
[Full job description](#)

MEDICAL CLINIC RECEPTIONIST

[Q'wemtsin Health Society](#) based in Kamloops, BC is inviting applications from suitable candidates for the position of Receptionist, medical clinic who are self-motivated and have good interpersonal skills.

TRY THESE JOB SITES

- Provincial [Health](#) Services
- [InDeed](#)
- [SimplyHired](#)
- [ZipRecruiter](#)
- [Jooble](#)

NEWS TO KNOW



GOUT MEDICATION BEING EYED TO HELP PATIENTS TAPER OFF OPIOIDS

A drug used to treat gout might also be the key to helping patients taper off their opioid medication, or stop taking it altogether.

University of Calgary researchers say when patients try to taper off their opioid medication, there is a part of their brains that is hyperactive and feels extreme pain.

As a result, many continue to take that medication.

The researchers say probenecid may help block that pain, and they're testing that hypothesis in a clinical trial.

If it works, it will be a welcome relief for many.

As Dr. Jelfimow retires, leaving behind 70 patients per day, he feels IHA should open another spot in the area for another ophthalmologist.

Read his [interview](#) with CFJC
Read IHA's response [here](#)

1ST [HUMAN CASE OF RABIES](#)
IN ONTARIO SINCE 1967
CONFIRMED

CANADA'S [PROTEIN CANDY™](#)
LAUNCHES THE WORLD'S
FIRST "SUPER CANDY"

NEW [LONG-TERM CARE HOME](#) COMING SOON TO
KAMLOOPS

[UPGRADED PATIENT CARE AREAS](#) OPENING AT ROYAL
INLAND HOSPITAL

-MPOX - FORMALY KNOWN AS MONKEY POX

Mpox is once again a global concern with a more deadly strain emerging from Congo, leading to over 15,000 cases and hundreds of deaths this year, mostly among children

[Read the article CBC](#)

[Symptoms , Prevention and Treatment - Mayo Clinic](#)

BILLING BASICS

BILLING

- [MSP BILLING SCHEDULE](#)
- [LFP BILLING SCHEDULE](#)
- [DIAGNOSTIC CODES](#)
- [REJECTION CODES](#)

TELEPLAN

- [FULL USER GUIDE](#)
- [SUPPORT](#)

FORMS

- REQUEST FOR APPROVAL OF [OVERAGE CLAIMS](#)
- [LOCUM ASSIGNMENT OF PAYMENT](#)
- APPLICATION FOR [MSP FACILITY NUMBER](#)
- PRACTITIONER [ATTACHMENT TO MSP FACILITY NUMBER](#) FOR BUSINESS COST PREMIUM
- [RURAL PROGRAM FORMS](#)

BILLING TUTORIALS AND COURSES

- MSP [FEE FOR SERVICE](#) MODULES
- A GUIDE TO THE [LONGITUDINAL PAYMENT MODEL](#)
- LFP PANEL [SUBMISSION TUTORIAL](#)-MEDACCESS
- LFP [PANEL SUBMISSION](#) - ACCURO
- [LFP BILLING](#) FOR LONG TERM CARE FACILITY
- [LFP BILLING](#) FOR PREGNANCY & NEWBORN CARE

September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30	29	30	31	1	2	3	4

Close Off Date*

Load Remittance

MSP

MAIL:

MEDICAL SERVICES PLAN
PO BOX 9480 STN PROV GOVT
VICTORIA, B.C. V8W 9E7

PHONE;

FOR PRACTITIONER ASSISTANCE AND
INQUIRIES.

1-866-456-6950

COVERAGE ENQUIRIES

This automated service handles coverage enquiries using an interactive voice response (IVR) system.

The patient's personal health number (PHN) must be provided.

(If the PHN is unknown, fax a request on a coverage research form to (250) 405-3592.)

1-800-742-6165

FAX:

BILLING SUPPORT

Assists with Practitioner billing; payment schedule/fee item questions; handles adjudication disputes and overage claims.

FAX: (250) 405-3593

BENEFIT SERVICES

FAX: (250) 405-3593

PROVIDER SERVICES

Responsible for practitioner registration, opting-in/out, assignment of payment, electronic claims submission, direct bank deposit, locum programs, northern and rural programs.

FAX: (250) 405-3592

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BILLING CONTACTS

PROVINCIAL/TERRITORIAL HEALTH PLAN CONTACT INFORMATION

- BRITISH COLUMBIA: (866) 456-6950
- ALBERTA: (780) 422-6257
- SASKATCHEWAN: (306) 787-3251
- MANITOBA: (204) 786-7101
- ONTARIO: (866) 532-3161
- QUEBEC: (NOT INCLUDED)
- NOVA SCOTIA: (902) 496-7008
- NEW BRUNSWICH: (506) 684-7901
- NEWFOUNDLAND & LABRADOR: (800) 563-1557
- PRINCE EDWARD ISLAND: (800) 321-5492
- YUKON: (867) 667-5209
- NORTHWEST TERRITORIES: (800) 661-0830
- NUNAVUT: (800) 661-0833

LIVE LIFE. PASS IT ON.

Only about 1% of deaths in BC occur in a way that would enable someone to become an organ donor.

In order to be a deceased organ donor in BC, a person needs to be in an intensive care unit (ICU) and on a ventilator (breathing machine). Donation is only considered after all life-saving methods to save a patient's life have been tried.

(Less than 25% of people living in Canada are registered donors; only those in ICU/life support, with no chance of survival would be eligible to donate)



Now, is the time to register! ([Register here](#), it takes only 2 minutes, and you could save up to 8 lives) plus tissue and eye donors can improve the lives of up to 75 more. Quality of life and life expectancy are often better for people with severe chronic kidney disease if they have a kidney transplant than if they're treated with dialysis.

MORE INFORMATION

[DONATION & TRANSPLANT EDUCATION](#)

[ORGAN DONATION RESOURCES](#)

[TRANSPLANT RESOURCES](#)

[BC TRANSPLANT CONTACT INFORMATION](#)

[CANADIAN BLOOD SERVICES](#)

- BLOOD
- PLASMA
- STEM CELLS
- CORD BLOOD
- TISSUES

DAN AND YVONNE'S ORGAN DONATION STORY (MAID)



WOMAN TAKING FIRST BREATH WITH NEW LUNGS



MEDICAL / COMPASSIONATE ACCOMMODATIONS/TRAVEL

KAMLOOPS

Accent Inns Kamloops

- Location: 1325 Columbia St W.Kamloops, BC V2C 6P4
- Phone: 250-374-8877
- Website: <https://www.accentinns.com/locations/kamloops/>

Best Western Plus Kamloops Hotel

- Location: 660 Columbia Street Kamloops, BC V2C 1L1
- Phone: 1-877-302-7878
- Website: <http://www.bestwesternkamloops.com/>

Kamloops Travel Lodge

- Location: 430 Columbia St Kamloops, BC V2C 2T5
- Phone: 250-372-8202
- Website: Not Available

Ramada

- Location: 555 West Columbia St Kamloops, BC V2C 1K7
- Phone: 250-374-0358
- Website: <https://www.ramadakamloops.com/lander>

VANCOUVER

Ronald McDonald House BC & Yukon

- Location: 4567 Heather St, Vancouver, BC V5Z 0C9
- Phone: +1 604-736-2957
- Website: rmhbc.ca

Easter Seals House Vancouver

- Location: 3981 Oak St, Vancouver, BC V6H 4H5
- Phone: +1 604-736-3475
- Website: eastersealsbcy.ca/easter-seals-house

Jean C. Barber Lodge

- Location: 575 West 10th Ave, Vancouver, BC V5Z 4C3
- Phone: +1 604-879-9131
- Website: [bccancer.bc.ca](<http://www.bccancer.bc.ca/our-services/lodges/jean-c-barber-lodge>)

Eden Gardens Guesthouse

- Location: 246 West 13th Ave, Vancouver, BC V5Y 1W3
- Phone: +1 604-876-2067
- Website: Not available

Harmony House

- Location: 1110 Comox St, Vancouver, BC V6E 1K5
- Phone: +1 604-682-2344
- Website: Not available

Heather House

- Location: 5737 Oak St, Vancouver, BC V6M 2V9
- Phone: +1 604-877-6025
- Website: Not available

TRAVEL SHOULDN'T
BE PART OF THE
STRUGGLE

KELOWNA

Kiwanis House

- Location: 2654 Richmond Rd, Victoria, BC V8R 4S3
- Phone: +1 250-592-2822
- Website: (<https://kiwanisvictoria.ca/>)

Kelowna Lodge - Canadian Cancer Society

- Location: 2251 Abbott St, Kelowna, BC V1Y 1E2
- Phone: +1 250-762-2203
- Website :not available

Econo Lodge Inn & Suites

- Location: 1070 Harvey Ave Kelowna, BC V1Y 8S4
- Phone: 250-762-2533
- Website: <https://www.econolodgekelowna.com/>

Siesta Suites Kelowna

- Location: 3152 Lakeshore Dr, Kelowna BC V1W 3T1
- Phone: 250-763-5013
- Website: <https://www.siestasuiteskelowna.com/>

EXTENSIVE ACCOMMODATION
LISTING FOR BC COMMUNITIES

TRAVEL AND ACCOMMODATION
ASSISTANCE

INCLUDES:

BC Cancer Society
Hope Air
Travel Assistance Program
Health Connections

REVENUE CANADA
MEDICAL EXPENSES

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HEALTH AWARENESS

SEASONS CHANGE, BUT YOUR SUN PROTECTION SHOULDN'T

UV radiation from the sun isn't just dangerous, it's also sneaky. Not only can it cause premature aging and skin cancer, it reaches you even when you're trying to avoid it – penetrating clouds and glass, and bouncing off of snow, water and sand. What's more, sun damage accumulates over the years, from prolonged outdoor exposure to simple activities like walking the dog, going from your car to the store and bringing in the mail.

The Skin Cancer Foundation recommends that you:

- **Seek the shade**, especially between 10 AM and 4 PM.
- **Don't get sunburned.**
- **Avoid tanning**, and never use UV tanning beds.
- **Cover up** with clothing, including a broad-brimmed hat and UV-blocking sunglasses.
- **Use a broad-spectrum (UVA/UVB) sunscreen** with an SPF of 15 or higher every day (all year). For extended outdoor activity, use a water-resistant, broad-spectrum (UVA/UVB) sunscreen with an SPF of 30 or higher.
- **Apply 1 ounce (2 tablespoons) of sunscreen** to your entire body 30 minutes before going outside. Reapply every two hours or after swimming or excessive sweating. Find sunscreen by searching our Recommended Products.
- **Keep newborns out of the sun.** Use sunscreen on babies over the age of six months.
- **Examine your skin** head-to-toe every month.

Get all the details: [Your Daily Sun Protection Guide](#). [Skin Cancer Prevention PDF](#)

In 2024, skin cancer remains a major health issue in Canada, with approximately 90,000 new cases, including both melanoma and non-melanoma types. Melanoma, the more serious form, is expected to account for around 8,000 new cases and 1,300 deaths, while non-melanoma skin cancers, such as basal cell and squamous cell carcinomas, are more common but generally less fatal. The 5-year survival rate for melanoma is about 88%, contingent on early detection. Key risk factors include excessive UV exposure and fair skin, highlighting the importance of sun protection and regular skin checks for early diagnosis. .

FURTHER READING

[CANADIAN SKIN CANCER FOUNDATION](#)
[CANADIAN DERMATOLOGY ASSOCIATION](#)
[MAYO CLINIC](#)

SELF HEALTH



MEDITATION

SLEEP

The nightly rest that many take for granted earlier in life tends to attract a higher premium as time goes by. Sleep isn't just a luxury, it's a powerful human drive that confers multiple health benefits. Studies suggest that sleep gives our bodies a much-needed break from its full operational mode and provides time for faulty cell repair and establishment of new memory and learning processes. Lack of sleep, on the other hand, leads to drowsiness and irritability during the day, impairs concentration and the ability to perform complex tasks, hinders memory, and decreases physical performance and reaction time

Sleep [Resources](#) Sleep [tips](#)

Meditation is a type of mind-body complementary medicine. Meditation can help you relax deeply and calm your mind, after that long day at work.

Anyone can practice meditation. It's simple and doesn't cost much. And you don't need any special equipment.

You can practice meditation wherever you are. You can meditate when you're out for a walk, riding the bus, waiting at the doctor's office or even in the middle of a business meeting. [Benefits of Meditation](#)



10 minute mindfulness

RECIPES TO BOOST YOUR BODY AND YOUR MIND

Ambition & Antioxidants Blueberry Smoothie

Blueberries are an antioxidant superfood PACKED with potassium and vitamin C (which is GREAT for your overall brain health).

Ingredients:

- 1 cup blueberries
- 1/2 banana
- 1 cup spinach
- 1 spoonful of Peanut Butter
- Splash of Milk (of your choice)

Directions:

- Place all of your ingredients into a blender
- Poor into your favourite cup
- Enjoy!

Entrepreneur Energy Balls

An energizing and brain-boosting, bite-sized snack on the go. These ingredients will be a major source of vitamins and minerals to help support your busy body and mind!

Ingredients:

- 1/2 cup nut butter
- 1/2 cup hemp hearts
- 1/2 tsp vanilla
- 1/4 cup sunflower seeds
- 1/4 cup maple syrup
- 1/4 cup cacao powder
- 6 dates

Directions:

Let the dates soften in warm water
 Mix all of the ingredients together
 Place everything in food processor
 Roll into bite sized balls
 Place in fridge to set
 Enjoy!

RECIPE LINKS

[5 MINUTE BRAIN BREAKFAST RECIPES BY WELL & GOOD](#)

[22 BRAIN-HEALTHY DINNERS](#)

[CHICKEN CHICKEN CHICKEN](#)

HOTLINES

WHO TO CALL:

CHILD ABUSE OR SUSPECTED CHILD ABUSE:
1-800-663-9122
[More information](#)

SENIOR ABUSE: 1-866-437-1940
[More information](#)

THE PUBLIC GUARDIAN AND TRUSTEE'S (PGT) assessment and investigation services team can help citizens concerned about vulnerable adults who cannot manage their own financial, legal and personal care matters.
604-660-4507
[More information](#)

BEREAVEMENT HELPLINE: 604-738-5590
[More information](#)

REPORT

WILDFIRES: 800-663-5555 or Text *5555

HYDRO OUTAGE: 1-800-434-1235 or Text 'OUT' to 92887

REPORT A CRIME ANONYMOUSLY: 1-800-222-TIPS (8477)

ROAD HAZARD : Click on the [Drive BC Map](#) to find contact # in your area

CITY SERVICES

Community Services (By-Law): 250-828-3409
Report an Issue (pothole or a broken street light, ect): 250-828-3409

CITY APPS

The [Waste Wise](#) Kamloops App

[My Kamloops](#) App (report non-emergency civic issues such as potholes, fallen trees, graffiti, litter pickup and the like, directly to City Hall.

Kamloops [Transit](#) App

Opioid Treatment Access Line

The Opioid Treatment Access Line makes it faster and easier to access life-saving medication that prevents withdrawal symptoms and reduces the risk of overdose, and to get connected to support that same day.

Get help to prevent withdrawal symptoms. It's free and confidential.

1-833-804-8111

OPEN EVERY DAY FROM 9 AM TO 4 PM
ACROSS B.C. [LEARN MORE](#)

- **9-8-8** Crisis Hot line (NEW)
- **2-1-1** connects individuals to non-emergency community programs and social services in their areas.
- **9-1-1** responds to life- or property-threatening emergencies.
- **3-1-1** connects you to non-emergency municipal services, programs and information. Note: this is not available in all communities.
- **8-1-1** connects you to healthcare workers who can provide health advice and information

BC CENTRE FOR DISEASE CONTROL:

655 West 12th Avenue
 Vancouver, BC
 V5Z 4R4 Canada
 Phone: 604-707-2400
 Email: admininfo@bccdc.ca

PROVINCIAL LAB RESULTS:

PHONE 1-877-747-2522
 Fax 604-707-2601 or alternate:
 604-708-8037

LIFE LABS:

Results: 604-431-7206 or toll-free at
 1-800-431-7206

MOBILE LABS: FAX TO 604-939-4257
OR

Email: MLSRregs@lifelabs.com (MUST
 state: "MOBILE LABS")

SUPPLIES: Fax [Order Form](#) to
 604-507-5230.

DRUG INFO: FOR HEALTH CARE
 PROFESSIONALS: PHONE 604-
 707-2787

Toll-free 1-866-298-5909

[DPIC website](#)

POISON CONTROL:

24-Hour Line: information
 1-800-567-8911 or
 604-682-5050

SUSPECTED POISONING:

Call 604-682-5050 or
 1-800-567-8911

STI Services:

Phone 604-707-560

TB Services: Phone: 604-707-5678

Fax: 604-707-2690

RESOURCE CENTRE

PUBLIC HEALTH

Ph: 250-851-7300

Fax: 250-851-7301

Vaccine Order Line: 250-
 314-2410

[vaccine-order-form.pdf](#)

Cold Chain Management

Vaccine Pickup

Location:

909 3rd Avenue

Kamloops BC

Ph: 250-314-2700

Fax: 250-314-2410

**PUBLIC HEALTH
ALERTS**

Advisories, Warnings
 and Recalls – [Drugs
 and health products](#)

[Recall of Medical
 Devices](#)

[Food Recalls](#)

**HELPFUL
WEBSITES**

- [Medical Service Plan](#)
- [Provincial/Territorial Health Plan Contact Information](#)
- [Family Doctor .Org](#)
- [Pathways Community Services](#)
- [Mayo Clinic](#)
- [WebMD](#)
- [Drugs.com](#)
- [HealthLinkBC](#)
- [Pharmacare](#)
- [Pharmacare Newsletter](#)
- [Pharmanet](#)
- [Access to Pharmanet](#)

**[VACCINES411.CA](#), CANADA'S VACCINE CLINIC
DIRECTORY!**

You'll find an extensive list of clinics offering immunizations across Canada, along with reliable information about a wide range of vaccinations.

BABY BUSINESS

Healthy From the Start

- call: 855-868-7710
- [ONLINE](#)

After delivery

- Immediately after the birth of your baby
- Post Partum and Baby Care
- The First 6 weeks

Baby's Best Chance

Parents' Handbook of Pregnancy and Baby Care

[DOWN LOAD HERE](#)

(Multiple Languages)

Caring for a Newborn

[BCCH](#)

Caring for Yourself after Birth

[BCCH](#)

Cord blood & cord tissue stem cell banking

[What you need to know](#)

- [COUPONS/FREE SAMPLES](#)
- [FAMILY TREE SERVICES](#)
- [REVENUE CANADA - BENEFITS AND CREDITS](#)
- [IMMUNIZATION SCHEDULES](#)

JUST BECAUSE

RIDDLE ME THIS

- Two girls ate dinner together. They both ordered iced tea. One girl drank them very fast and had finished five in the time it took the other to drink just one. The girl who drank one died while the other survived. All of the drinks were poisoned. How is that possible?
- Doctor Harish and a bus driver Manish are both in love with the same woman named Priyanka. The bus driver need to go for a long trip of 10 days. Before he left he gave priyanka 10 apples. Why?



unusual health facts:

Laughter as Medicine: Laughter can increase blood flow by about 20%, improving cardiovascular health and reducing stress hormones.

Gut-Brain Connection: The gut has its own nervous system, known as the enteric nervous system, which can operate independently of the brain. It's often called the "second brain."

Heart Sync with Music: Your heartbeat can change to match the rhythm of the music you're listening to, a phenomenon called "entrainment."


Sneeze Speed: Sneezes can travel at speeds of up to 100 miles per hour, and a single sneeze can expel 100,000 germs.

Microscopic Mites: Tiny mites called Demodex live in the pores and hair follicles of human skin, particularly on the face. They are generally harmless and go unnoticed.

Memory Capacity: The human brain's memory capacity is believed to be around 2.5 petabytes (or a million gigabytes), which is equivalent to about 3 million hours of TV shows.

WORD JUMBLE

WHAT THE BASKETBALL PLAYER FELT WHEN HE MISJUDGED THE BOUNCE...



O

N

**UNROBED
DENSERNETS**

CLUE: The first letter of the answer is the first letter in the abbreviation for "right lower quadrant."

ANSWER

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8 Health Benefits of Chocolate

- Makes babies happy (and mummies too!)*


- Suppress your cough!*


- Smell chocolate to feel relaxed!*


- Improves your mood!*


- Drink hot chocolate to prevent memory loss!*


- Protect your skin from the sun & fight cavities!*


- A square a day can keep Type 2 Diabetes away!*


- Your heart LOVES the anti-oxidants and flavonoids in dark chocolate!*



BEING A MEDICAL ASSISTANT IS EASY

IT'S LIKE RIDING A BIKE
EXCEPT THE BIKE IS ON FIRE
YOU ARE ON FIRE
EVERYTHING IS ON FIRE

1. the poison was in the ice
2. an apple a day keeps the doctor away