

# East Kootenay Medical Office Assistant (MOA) Support & Resource Network

Supported by EK Division and the Practice Support Program

Empowering Medical Office Assistants (MOAs) with exciting opportunities to grow personally, professionally, and educationally. We want to help them thrive in their important roles and feel truly fulfilled along the way!



## Why Should my MOA Attend?

By encouraging your MOA to join the EKMOA Network, you're boosting their skills, confidence, and job satisfaction—and that positivity flows right back into your clinic.



### Physician Benefits

Supporting your MOAs with education and networking means less stress for you! They'll stay updated on local services, bring back ideas to boost clinic efficiency and help streamline patient care—giving you more time to focus on what you do best.  
EXAMPLES: Mindspace CBT Skills, Language Services, Pathways, EK Division support, PCN Support, PSP Support, PCN Roles



### Patient Benefits

Empowered MOAs mean better patient care. They'll provide positive, effective interactions, connect patients with vital supports, and create a welcoming space for everyone.  
EXAMPLES: Training in Cultural Safety, Neurodiversity, Gender diversity, Mental Health



### Clinic Benefits

This group enhances your clinic's efficiency and culture. It streamlines processes, ensures your team stays current with tools like Pathways and Meditech, and improves emergency preparedness. Better communication and a supportive environment lead to higher MOA satisfaction, creating a more cohesive and effective clinic.  
EXAMPLES: Pathways, Emergency Preparedness, Meditech, Conflict resolution.

## Free Training & Professional Development

As part of the MOA Network, Medical Office Assistants have access to ongoing professional development opportunities focused on relevant and practical topics.

MOAs also engage in sessions addressing workplace wellness, mental health, communication, and quality improvement cycles, helping them stay current, build confidence, and strengthen their roles in clinical teams.

- Time Commitment: 45 minutes once a month.
- Access to recorded presentation through private YouTube channel.
- Join the private Facebook community

To join the MOA Network, contact Nicole Anker at [nanker@ekdivision.ca](mailto:nanker@ekdivision.ca)



“The more training and education MOAs can obtain to increase their medical knowledge, build skills around communication, increase their confidence, and support their mental health, the more effective they are in their position, leading to a better operated clinic, which directly impacts how my time is spent and how efficiently my day runs.”

~ Dr. Soetaert, Fernie Family Physician



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