

# Langley Learning Network Templates Guide

Initial communications between learners, preceptors and their clinics is primary to successful learning and teaching experiences. To support your role, the Langley Division has developed a process with key fillable templates. They provide the clear and concise information required to set expectations and initiate trust building conversations with learners.

If you have any questions about the content of these templates or how to use them, please feel free to contact [simone.sharma@ldfp.org](mailto:simone.sharma@ldfp.org)

## Initiating Contact

A key component to building a successful relationship with your learner is to engage prior to them arriving at your clinic. You may already send an email once a learner first reaches out. If not or to update your current email, we have developed a [welcome email template](#).

Alter the email to best reflect your Clinic's culture and voice. Make sure to adjust the highlighted sections, link to either the [Med Student](#) or [Resident Bio](#) forms and include your completed [Practice Overview](#).

It would be best if this email was sent from the primary preceptor. Don't forget to cc the Clinic Office Manager or lead MOA that will support the student's arrival and scheduling.

## Med Student Process

Given that students can reach out at varying intervals we offer this process:

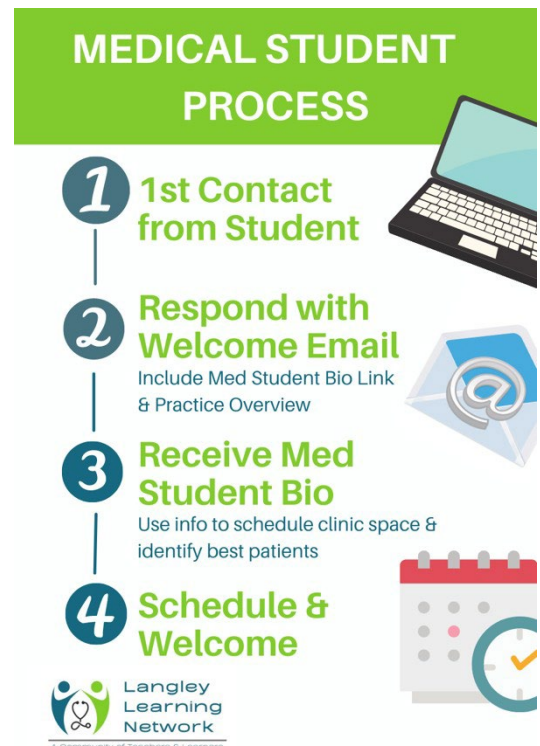
### Med Student Bio Form:

<https://forms.gle/bDq9i7hYnAhrAaCHA>

This on-line fillable form is a quick survey for your students to fill. It will provide you with preliminary information that can inform your first in-person meeting and allow you explore opportunities and expectations. Once filled, the Division will provide you with a PDF of their responses.

Questions on the form include:

- Contact info including cell #
- Personal info such as education, languages, general interests, medical school goals
- Expectations of their learning during their rotation with you
- Scheduling beyond dedicated Family Practice time



## Resident Process

This process is initiated by an email from the UBC Surrey South Fraser Program that advises you of your Resident match. Use this opportunity to reach out and engage prior to July 1 so that the first day of residency is an informed productive one.

**Resident Bio Link:** <https://forms.gle/jq2zV2u2TNbg3xok9>

This on-line fillable form is a quick survey for your Resident to fill. It will provide you with preliminary information that can inform your first in-person meeting. It will allow you explore opportunities and expectations as you build your practice relationship. It will also allow you to set up scheduling for that meeting and their clinic orientation. Once filled, the Division will provide you with a PDF of their responses.

Questions on the form include:

- Contact info including cell #
- Educational background
- General personal info such as languages, general interests,
- Procedure strengths
- Areas of practice interest
- Scheduling your 1<sup>st</sup> Face-to-Face & Clinic Orientation

## Practice Overview

The [Practice Overview template](#) is a pdf fillable form that the Clinic Office Manager or Preceptor can complete. This document highlights information learners advised would be helpful to giving them a deeper understanding of their preceptors and their clinics and prepare them for their time with you.

The Division can pre-populate the bulk of the form in advance (contact [simone.sharma@ldfp.org](mailto:simone.sharma@ldfp.org)). Once completed, the Overview can be used repeatedly with minor alterations reflecting changes at your clinic.

Key information that is needed on the form includes:

Primary Preceptor

- Cell & frequently used email
- Networks such as LTC, Maternity, Inpatient, Palliative
- Patient Demographics
  - by Age (rough estimation - example 70% older than 55)
  - Gender (rough estimation – example 30% M, 68% F, 2% NB)
  - Dominant Languages Spoken (example Punjabi, Tagalog, Mandarin)
- Avg # Patients/hr and % of Virtual Visits (rough estimates - example 40%)

Secondary Preceptor (if there is cross coverage particularly for Residents)

- Similar to Primary Preceptor



## Clinic Information

- Address & Google Map Link (load your address [here](#) or the Division can pre-populate this for you)
- Office Hours
- Parking (where should the learner park, do they have to pay, etc.)
- Transit (upload your [address here](#) or the Division can pre-populate this link for you)
- # of exam rooms & # of treatment rooms
- Office Manager or Key administrative contact information
  - Make sure to include the direct line & email
- Technology
  - EMR & Quick links (you can find the quick links [here](#) or the Division can pre-populate this link for you)
  - Video Virtual Care (as above)
  - Phone Systems (some phone systems for virtual care require specialized process include if relevant to your clinic)
- Clinic Staff
  - List of physicians practicing at the clinic
  - List any other clinicians & their role
  - List all of administrative staff & their role (such as billing, referrals, assigned to Dr. xx)
  - Other learners at your clinic
- Other Clinic Info
  - Here is where you get to boast about the specialized services you may offer such as LGBTQ+ services, immunization clinics, women's health clinics, men's health clinics, new to Canada or refugee services. Learners are interested in what you do and are not always aware of the diversity that family practice offers. Showcase the opportunities that you offer.



## Your First Meeting

Learners shared that being oriented to the clinic and understanding how your expectations and the learning outcomes align were key to their success. Technology has impacted the ability for more face-to-face contact and the ability to build a strong rapport. We encourage you to set time aside to connect. UBC has developed a great [resource](#) to guide this conversation.

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## Background

*This guide and its accompanying templates were developed as an outcome of the Langley Division of Family Practice Building a Community of Teachers & Learners project. It was informed by UBC medical students and residents, and Langley preceptors and family physicians. All ideas were tested in advance and are living documents that evolve as program and processes change and refine. All materials are the intellectual property of the Langley Division. Contact the Division for use and distribution. September 2021*