

Are you a BC physician in search of clinic supports?

The Doctors Technology Office (DTO) and Practice Support Program (PSP) can help meet your every day practice needs!



DTO and PSP support primary care in BC so you can spend less time on administrative work and more time with your patients.

To request support, contact us via e-mail at psp@doctorsofbc.ca.



Health Technology Services:
Maximize your EMR efficiency.



Panel Management Services:
Provide proactive and preventative care to your patients.



Team-Based Care Services:
Explore how to effectively work in teams.



Quality Improvement Services:
Build a sustainable practice.

Meeting your day-to-day **practice support** needs.

For more information, explore the DTO and PSP websites by scanning the QR codes.



Doctors
Technology
Office



Practice
Support
Program

Practice Improvement Coaches

These coaches typically support physicians in the South Island region. They work closely with other provincial coaches who specialize in Panel Management, Health Technology, and Team-Based Care to offer a full range of tailored supports.

Website: <https://fpsc.bc.ca/psp>

1. Niru Puri npuri@doctorsofbc.ca

Niru brings over 30 years of experience in healthcare. She started as a Certified Dental Assistant/Receptionist and progressed to become a Medical Office Assistant. From there she advanced to become an Office Manager for a prominent clinic with multiple family physicians. Throughout her career, she has shown dedication and expertise, always seeking to improve efficiency.

Niru has been involved with the Practice Support Program since 2010, starting as a MOA Champion and advancing to become a Practice Support Coordinator in 2019. Currently, she works as a Practice Improvement Coach with Doctors of BC, where she focuses on refining clinical workflows, building collaborative relationships, and promoting professional development among healthcare professionals.

Outside of work Niru enjoys reading and going for walks but most of all cherishing moments with her family.

2. Amber Holmes aholmes@doctorsofbc.ca

Amber has a notable background in both business and nursing, boasting over 15 years of experience in the healthcare industry. With degrees in both fields, she's dedicated to improving healthcare delivery and operations.

Her career shifted from Acute Care to Primary Care when she joined the Practice Support Program in 2014. There, she discovered her passion for helping clinics overcome challenges and improve their performance. Amber understands the difficulties clinics face and offers practical solutions to ease the burden on staff and enhance patient care. Known for her excellent problem-solving skills, she enjoys finding efficient solutions that help clinics run smoothly, giving staff more time for themselves and their families.

Outside of work, Amber loves spending time with her husband and three young children; their weeknights and weekends are filled with sporting events and dance recitals. Through her dedication to both professional excellence and family life, Amber is a great example of balancing professional success with personal fulfillment.

3. Erin Nelson enelson@doctorsofbc.ca

With a career dedicated to healthcare since 2010, Erin has built a reputation as a compassionate and skilled professional. Beginning as a care aide for adults with special needs, Erin provided crucial support and care from 2010 to 2017. During this time, she also took on roles serving as a medical office assistant and later as a medical office manager from 2011 to 2019. These experiences allowed Erin to develop a deep understanding of clinic operations and physician and patient needs.

In 2019, Erin joined the Practice Support Program, where she continues to make significant contributions. Driven by an intrinsic passion for helping others, Erin excels in problem-solving and implementing efficient practices to enhance patient care. Her empathetic nature and keen insights into

clinic challenges enable her to effectively support physicians and their teams in delivering high-quality healthcare.

Outside of work, Erin enjoys a fulfilling personal life with her wife and dogs. She has a love for cooking, traveling, and exploring nature, which provides a balanced and enriching lifestyle.

4. Narissa Arter narter@doctorsofbc.ca

With over 15 years of experience in the medical field, Narissa brings a wealth of knowledge and expertise to her role as a Practice Improvement Coach with the Practice Support Program. She graduated with a Medical Office Assistant diploma in 2006 and worked her way up from a Medical Office Assistant to an Office Manager before transitioning into her current position in September 2023.

After a brief stint in real estate administration, Narissa realized her true passion lies in healthcare. Helping others ignites a spark within her, driving her to make a positive difference. She leverages her problem-solving skills to support quality improvement and efficiency in medical practices.

Outside of work, Narissa enjoys spending time with family and friends, exploring new music, attending concerts, hiking, wine tasting, and cheering on her stepson at his baseball games. And, of course, she can't forget to mention her two beloved cats, Charly and Ginny, who keep her endlessly entertained and loved.

5. Robin Stewart rstewart@doctorsofbc.ca

Robin has over 20 years of healthcare experience, beginning her career as a Medical Office Assistant in 2000. She has demonstrated exceptional leadership and management skills, successfully overseeing a dynamic primary care medical clinic that included a diverse team of physicians, nurse practitioners, students, residents, allied health providers, and visiting specialists. Robin is a lifelong learner and recently obtained a Human Resources Management Certificate from Simon Fraser University (SFU). She also dedicates her time to her community by volunteering as a manager for her daughter's softball and hockey teams.

Since 2022, Robin has been contributing to the Practice Support Program at Doctors of BC as a Practice Improvement Coach. In this role, she assists physicians and their teams in identifying wins, addressing challenges, and uncovering potential areas for improvement. Robin shares her personal insights and utilizes the comprehensive resources available through the Practice Support Program to empower and coach healthcare teams while promoting balance and reducing burnout among healthcare providers. Prior to joining PSP, she was involved in various local and provincial working groups as a Medical Office Assistant Expert and Peer Mentor, always advocating for the amazing MOAs that are such a crucial part of the healthcare team. She is a member of the Equity, Diversity, and Inclusion working group, actively striving to incorporate these values into her professional and personal life.

Outside work, Robin leads an active social life filled with travel, family, and friends. Robin is a strong believer in making the most of life and is known to embark on spontaneous road trips and chasing sunsets.

6. Sandi Green sgreen@doctorsofbc.ca

Sandi is an accomplished professional with extensive experience as an Office Manager, supporting physicians in clinical settings. She is passionately dedicated to enhancing healthcare services for the residents of British Columbia. Sandi excels in providing meticulous support to both physicians and patients, ensuring a well-organized and professional environment, and demonstrating empathy in all interactions.

For the past two years, Sandi has been a valuable member of PSP, where she has thrived in her role by supporting collaboration and efficiency in clinics. Her exceptional problem-solving skills have enabled her to assist physicians and medical staff in implementing changes that significantly improve the clinic's daily operations and patient care.

An advocate for work-life balance, Sandi enjoys hiking and strength training in her spare time. She cherishes the natural beauty of the Gulf Islands, where she lives with her husband. Sandi's personal interests mirror her commitment to health and well-being, both in her professional and personal life.