



In-Practice Consultant Blog

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Artificial Intelligence in Your Clinic

We are all hearing about Artificial Intelligence (AI) taking its first steps into our clinics, and as we delve into this new frontier, it's natural to have questions and curiosity about the implications of AI in your practices.

AI holds immense potential to streamline diagnostic processes, optimize treatment plans, and even predict patient outcomes with unprecedented precision. By leveraging vast amounts of data and sophisticated algorithms, AI can assist healthcare professionals in making informed decisions, ultimately leading to improved patient care.

But what does the College say about using AI in your practice?

Thankfully, the College of Physicians and Surgeons of BC have provided an insightful update on the use of AI in clinics, offering guidance and regulations to ensure its safe and effective integration.



To read the interim guidance article about the Colleges New Ethical Principles for AI in Medicine, click here!

[CPSBC AI in Medicine Guide](#)



Dealing with Increased Patient Aggression: Supporting Our MOAs

During my weekly visits to clinics, Medical Office Assistants (MOAs) are reporting a concerning trend that has emerged: an increase in patient aggression directed at our MOAs. This aggression often stems from frustrations with the healthcare system and the challenges patients face, such as long wait times and the difficulty in finding practices accepting new patients.

The healthcare system is indeed under immense pressure. Patients are experiencing longer wait times, reduced availability of appointments, and increased stress over their health concerns. This frustration, unfortunately, often gets vented towards the very people who are here to help – our MOA's.

To help with this, we have drafted an office poster you are welcome to use to inform patients about your expectations for respectful behavior. This poster (**last page**) serves as a reminder that while we understand their frustrations, aggression towards the staff is unacceptable.

Drop-in Practice Improvement Sessions

“Workflows, teamwork, attachments, opening a practice, retiring, adding an allied health member, templates, macros, vendors, staffing...”



On the second Wednesday of each month, the South Island Division offers our members and their team, the opportunity to connect directly with the PCN, PSP, Attachment Coordinators, and our recruiter by offering an open drop-in practice improvement session.

This provides team members a platform to bring forward any questions they have or assist them on the spot with EMR questions.

Whether you need 5 minutes or 30, we encourage you to drop into our monthly sessions and allow us to help you overcome any obstacles you are encountering.

Feel free to come prepared with any specific issues or problems you'd like to discuss, or simply join to listen and contribute to the conversation.

MOA Network



If you are employed by a physician in the South Island Division, please join our MOA network by emailing:

moa.network@sidfp.com

Be the first to receive education, gain exclusive access to educational seminars, workshops, participate in surveys and training designed specifically for MOAs.

Be at the forefront of knowledge and skill development in your field by registering now.

Do you have questions about managing your practice or curious about resources?

Click here to connect!



Book Time With Tanis!

Contact Me!



Tanis Wynn | email: tanis.wynn@sidfp.com | cell: 1.236.304.1312

Join via Zoom on Wednesday, June 12th, 12:00-1:00pm by clicking here!
Meeting ID: 813 3232 2655
Passcode: 186512



Drop-in Practice Improvement Zoom Meeting

Respectful Environment Notice

At this clinic, we provide excellent care in a respectful and safe environment. **We expect all patients to treat our staff and each other with courtesy and respect.**

We have a **Zero-Tolerance** Policy for Disrespect and Bullying, harassment, and aggression.

Any form of aggressive behavior, disrespect, or bullying towards our staff will not be tolerated. Patients who engage in such behavior may be asked to leave and may face further actions.

This clinic is only able to accept new patients who have registered for a family physician through the Health Connect Registry. To register for a family doctor, please visit Health Link BC at: <https://www.healthlinkbc.ca/health-connect-registry> or call 811 for assistance.

Thank you for your understanding and cooperation.