



Vancouver

Division of Family Practice

A GPSC initiative

An aerial photograph of the Vancouver city skyline, showing a dense cluster of high-rise buildings along the waterfront. The water is filled with many sailboats, and the background features rolling mountains under a clear sky.

Virtual Health Enablement Synaptek Demo

April 3, 2020

Presenters: Dr. Sundren Govender, CEO, Synaptek, Sara Johnson, Community Network Manager, Vancouver Division of Family Practice

Moderators: Thilini Amaratunga, Program Coordinator, Vancouver Division of Family Practice, Tess Walton, Community Network Manager, Division of Family Practice



Agenda

1. Virtual Care Resources
2. Synaptek Telehealth Services & Practice Management Software
3. Questions



Resources

Vancouver Division of Family Practice Website

www.vancouverprimarycarenow.com

COVID-19

PLEASE REFRESH PAGE TO ENSURE YOU ARE VIEWING THE MOST UP-TO-DATE INFORMATION. WE ARE UPDATING THIS SITE AS INFORMATION BECOMES AVAILABLE.

SHARE FEEDBACK

We appreciate your comments surrounding COVID-19. We are listening to members and assure you we are doing our best to address your concerns.

STAY INFORMED ON COVID-19

On March 11 the World Health Organization declared the novel coronavirus (COVID-19) outbreak as a pandemic.

With many sources reporting on the outbreak, we recommend members refer to the [BC Centre for Disease Control](#) for the most up-to-date information on the COVID-19 outbreak.



Resources



TODAY'S UPDATE

News **NEW**



RECENT INFORMATION

Important COVID-19 Updates



Upcoming Events **NEW**



Vancouver Division



Health Care Partners



PHYSICIAN WELLNESS RESOURCES

Physician Wellness



SPECIALIZED POPULATIONS





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Virtual Care Resources

Virtual Care Support Team

Link: [Virtual Health Support Services Request Form](#)

Email: vanpmh@divisionsbc.ca

Tel: 604-569-2010

The screenshot shows the Vancouver Division of Family Practice website. The header includes the logo and navigation links: Home, Communities, Resources, About us, and COVID-19. A search icon and a heart icon are also present. The main content area is titled "VIRTUAL HEALTH" and features a "Virtual Health Support" card with a "NEW" badge. The card contains the following text:

VIRTUAL HEALTH SUPPORT CENTRE

FILL OUT THIS FORM [HERE](#) / EMAIL US [HERE](#) / CALL 604-569-2010.

We are here to help you and your staff. Our team is committed to work on your behalf with vendors, DTO, BC Family Doctors, GPSC, and others to find answers to your team's questions.

Look in our Virtual Care section for:

- [Virtual Care webinars and presentations](#)
- [Virtual Care platform information](#)
- [Information for patients](#)
- [Guides on privacy, consent and operations](#)

PREFER TO TALK TO US TO HELP YOU GET STARTED? CALL 604-569-2010 AND ASK TO SPEAK TO THE VIRTUAL CARE SUPPORT TEAM.


Virtual Care for Long Term Care (LTC)

LTC clinicians are encouraged to become familiar with the doxy.me platform to enable virtual care with care home staff. The After-hours Care Program (ACP) process for LTCI clinicians and care homes does not change – the doxy.me platform is simply an additional tool to help with resident assessment, to be considered before an on-site visit or transfer to ER. If you have questions or would like help getting started,



Resources

COVID-19 Daily Briefing Email Updates



COVID-19 DAILY BRIEFING

Friday, April 3

**Tell us how we can help you, your practice and patients.
We are focusing our work to support you. [CLICK HERE.](#)**

Dr. Dan Wellness Tip: Check out this amazing YouTube virtual orchestra singing “What the World Needs Now”. [Click here](#) to watch. Dr. Daniel Dodek, Vancouver Division Lead for Physician Health.



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BC College of Family Physicians

Link: [COVID-19 information links](#)

Link: [COVID-19 'simple messages' infographic](#)

Link: [Webinar – Protecting Patients and Physicians during the Pandemic](#)



BC COLLEGE OF
FAMILY PHYSICIANS

THURSDAY
APRIL 2, FROM
NOON TO 1 PM EST

PROTECTING
PATIENTS
AND
PHYSICIANS
DURING THE
PANDEMIC

THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA

LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA



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Virtual Care Resources

BC Family Doctors

Link: [Billing in the time of COVID-19](#)

Link: [BC Family Doctors - Billing Questions FAQ – March 26, 2020](#)



Doctors of BC

Link: [COVID-19 Updates](#)

Link: [Guide to Fees](#)

Link: [Billing Changes – COVID-19](#)



Doctors Technology Office (DTO)

Link: [Virtual Care Physician and MOA Engagement](#)

Link: [DTO - Virtual Care Support Response Guide](#)

Link available soon: [Webinar for MOAs: Virtual Care Quick Start](#)

Link: [DTO - Virtual Care Quick Start Guide \(PDF\)\](#)

Link: [DTO- Virtual Care Toolkit \(PDF\)](#)

Link: [Virtual Care for Patients – FAQ & Troubleshooting Tips](#)

Link: [Patient notification poster for clinics transitioning to virtual care](#)





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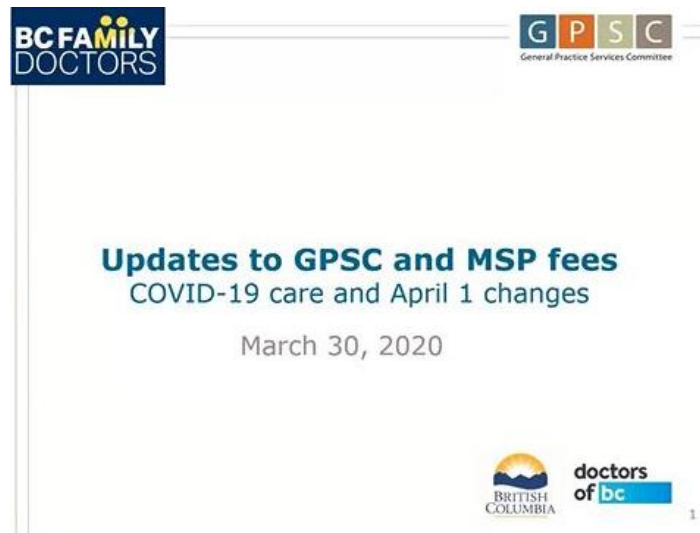
GPSC

Link: [Webinar Recording of April 1 Fee Changes and COVID-19 Resources](#)

Link: [Virtual Care Webinars and Resources](#)

Link: [GPSC Fee Changes on April 1](#)

The GPSC will host the same webinar on April 7 at 6 p.m., for those who wish to ask real-time questions on the GPSC and MSP fees. [Register for the April 7 webinar](#) on the Doctors of BC website.





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Sundren Govender, MD, CCFP CEO, Synaptek Enterprises Inc.





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[Sign up](#)

Healthy Connections Start Here

Communicate with your patients like never before with secure emails, text messages, phone calls and video-conferencing for Canadian healthcare professionals and office assistants.

Learn About
Synaptek





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Questions?



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Virtual Health Support Services Contact Information

Vancouver Division of Family Practice

Link: [Virtual Health Support Services Request Form](#)

Email: vanpmh@divisionsbc.ca

Tel: (604) 569-2010

Doctors Technology Office

Email: dtoinfo@doctorsofbc.ca

Tel: 604-638-5841



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The webinar recording, slide deck, and questions put into an FAQ will be emailed to participants and posted on the VDoFP website.

Please email sjohnson@divisionsbc.ca if you have any additional questions.

Thank you!