



Vancouver
Division of Family Practice
A GPSC initiative



Virtual Health Enablement Think Research Demo

April 5th, 2020

Presenters: Tess Walton (Vancouver Division of Family Practice), Shilpa Magesh and Clive McKenzie (Think Research)



Agenda

1. COVID-19 and virtual care resources
2. Think Research virtual care platform live demo
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. [https://www.bccdc.ca/covid-19](#)



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. 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,




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COVID-19 Daily Briefing Email Updates



COVID-19 DAILY BRIEFING

Tuesday, April 7

**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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Virtual Care Resources

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



Virtual Care Resources

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: [Virtual Care FAQ for Physicians and MOAs](#)

Link: [Webinar for MOAs: Virtual Care Quick Start and slides](#)

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

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

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

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

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



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Virtual Care Resources

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](#)



BC Family Doctors

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

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





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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 FAQ (questions from the session) will be emailed to participants and posted on the <https://www.vancouverprimarycarenow.com/> website.

Please feel free to email me at twalton@divisionsbc.ca if you have any additional questions.

Thank you!