



For more information on any of the services related to business optimization, please contact us at vangpsupport@divisionsbc.ca.

Workflow Optimization

Ensuring optimal clinic efficiency and patient satisfaction is largely attributed to ongoing assessment and evaluation of clinic workflow. Our **Physician Support Team** has created resources and tools that assist clinics in managing and refining their workflow to create a more efficient practice.

Patient Panel Analysis

Establishing a manageable patient panel is crucial to providing quality care for patients and establishing a balanced workload. Our **patient panel calculator** allows physicians to self-assess their patient panel and predict financial outcome when practice changes are implemented.

This advanced tool has assisted over 100 physicians in preparing retirement timelines, assessing the outcome of monthly schedule changes and evaluating locum coverage to quantify how these changes will affect the patient panel.

Patient Engagement

To ensure patients are receiving accurate and up-to-date information we work with clinics to develop tools and techniques to improve communication with their patients such as website development, e-booking access, development of patient materials and posters and understanding and developing solutions to fit the needs of your unique patient population.

Financial Analysis & Decision Support

Monitoring a clinic's financial health reduces any approximation and guess work, which contributes to a more effective and efficient practice. Our advanced excel-based tools allow clinics to track, analyze and forecast their earnings and expenses and compare financial implications of various business decisions.

Staff Recruitment

Our members have consistently told us recruiting quality staff is a challenge. To support clinics in hiring successful and qualified candidates, we place effective advertisements, create thorough interview guides and conduct preliminary interviews.

We currently maintain databases of qualified MOAs, LPNs and Office Managers who are looking for interesting and challenging positions in medical clinics and we welcome the opportunity to assist clinics with the hiring of any role.

And More... a list of some of the other support our team provides are:

Associate fee comparison	Locum matching service	Patient survey development
Billing training	MOA contract templates	Physician contract templates
Budget tracking support	MOA recruitment	Retirement support
Communication training	MOA role description	Medical record digitization
Clinic-specific, tailored solutions	New patient sourcing	Team building
Conflict resolution	Patient attachment	Website development
Financial decision support	Patient panel composition analysis	Workflow refinement

Don't see your support need on this list? Let's explore a solution together! The Physician Support Team at the VDoFP has successfully created solutions to a number of issues unique to different clinics. For more information, please contact us at vangpsupport@divisionsbc.ca.

Our membership and services are free for family physicians. Please contact us to become a member of the Vancouver Division of Family Practice.

Business Hours: Monday – Friday, 8:30am – 5:00pm
Phone: 604.569.2010
Fax: 604.321.5878
Email: vancouver@divisionsbc.ca
Website: <https://www.divisionsbc.ca/vancouver>
Address: 202-777 W Broadway, Vancouver