



Vancouver MOA Newsletter

Edition 2: June 2025

Welcome to the MOA Newsletter! Here you will find a list of updates that can help you in your Primary Care Clinic in Vancouver. This is a new and evolving resource, so feel free to share your feedback using the link at the bottom of the page.

What's New?

NEW: The MOA Peer Platform is Now Live!

The **MOA WhatsApp Group** is a chance to connect with peers, exchange ideas, and access support from MOAs across Vancouver. Whether you're seeking advice, sharing tips, or building lasting connections, this space is made for you. Join the conversation today by [clicking here to express interest!](#)

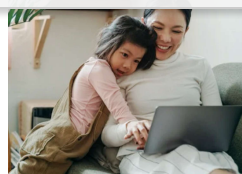


NEW: MOA Network Landing Page

We are excited to announce the launch of our new landing page! [Click here](#) to explore where we will host past newsletters, upcoming events and event summaries, and helpful resources to support your practice.



The [Vancouver PCN Community Pulse](#) newsletter is a great way for patients to learn more about PCNs in Vancouver as well as services and resources to support their health and wellness in the community.



PCN Updates. Right to Your Inbox

Join the Vancouver PCN Newsletter Community to receive regular updates about Vancouver PCN.

We'll feature fun and practical health resources, community stories, engagement opportunities and more!

Sign up below. Unsubscribe at any time.

PMH Connectivity & Digitization Program

Did you know that the PSP offers one-on-one coaching and mentorship to help you maximize the tools and time saving features within your EMR? Learn more about this service and other tech improvement resources in the [Division's Tech Resource Library](#).



Resources of the Month



Supporting Patients' Mental Health

As a Medical Office Assistant, your awareness of available mental health resources can make all the difference! Access a variety of [Division created mental health resources](#) for patients including [self-management resources](#).

Provincial Language Services (PLS)

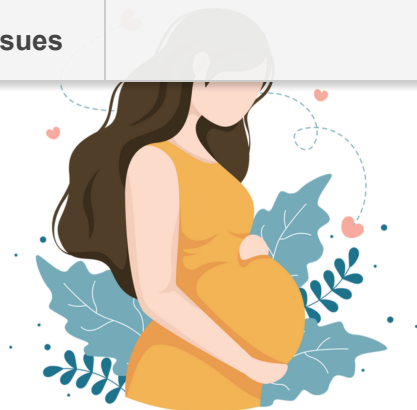
Looking for services that support for immigrants, refugees, deaf, deaf-blind, or hard of hearing patients? PLS translation and interpretation services allows patients to access culturally safe and person-centered supports. To read more about this free service for primary care clinics [click here](#).



Pregnancy Vancouver

[PregnancyVancouver.ca](#) has been redesigned.

Your one stop hub for pregnancy and postpartum



understand coverage & costs, and more!

Upcoming Webinars and Workshops

UBC CPD: Billing in BC - Basics for Family Medicine

Explore the course for essential information on billing practices and compliance in family medicine. You can learn about billings systems & codes and limits, procedures and lab fees, Worksafe/ICBC and much more.

Session date: Ongoing

Click [here](#) and register for the course

Upcoming EMR Skill Building Sessions

The Doctors Technology Office (DTO)'s EMR Skill Building sessions, focused on on Billing Tips & Tricks will be running from May 21 - June 18, 2025 Join the [mailing list](#) to register.

Team Based Care Education

Team Based Care Education — Could your clinic team benefit from TBC training when integrating PCN resources? [Find out more here.](#)

This Edition's Featured Team Member is...



Robin, MOA Ambassador

What motivates you to work in Primary Care? Or what is the most rewarding part of your job?

I think what really motivates me is the sense of purpose that comes with working in primary care. It's where patients first come for help, and I love being part of that front line administrative role. I know its a very small role in a big system but just by making sure schedules run smoothly, or even just answering questions quickly, I'm helping both the care team and the patients feel supported. The most rewarding part for me is seeing the difference it makes.

What's a fun thing you like to do after work to re-wind?

Honestly, after a busy day, I like to keep things simple. I'll put on some music and head out for a walk, it's

Do you have any advice to give any of your fellow peers?

I would say, focus on positive things and keep it simple. Stay organized, be kind, and don't forget to breathe. Things can get hectic at front sometimes, but your calm presence makes a big difference, remember we all together make the spirit of the clinic.

Would you like to give a special mention to a colleague via a 'Shout-Out'? Or would you like to be featured in our newsletter for a \$25 DoorDash Voucher? Complete our form [here](#).

Please note, only the 'Featured Team Member' option is eligible for a DoorDash Voucher, and you will receive this once your submission is used.

Shout-Out Board!

Recognizing hard work is essential! Give a shout-out to your colleagues to let them know how much you appreciate their efforts. Submit the request using our form [here](#).



**PCN, CBS, &
R&R Teams at
the Vancouver
Division!**

Thank you for all your hard work in getting the MOA Network up and running. We appreciate all the effort you do behind the scenes!



**The MOA
Ambassadors!**

You got us to where we are today and helped direct our focus - a big thanks to you all!

Got feedback? Click [here](#) to share your thoughts and help us improve your Network!



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Vancouver Division of Family Practice

Our mailing address is:

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