



Vancouver MOA Newsletter

Special Edition: Navigating PAS & HCR - October 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?

Our annual MOA Appreciation event is coming up on November 25th! Enjoy a night of food, fun, prizes, and networking as we celebrate the year's accomplishments together. Spots are limited and tickets are first-come first-serve, click on the link below to register.

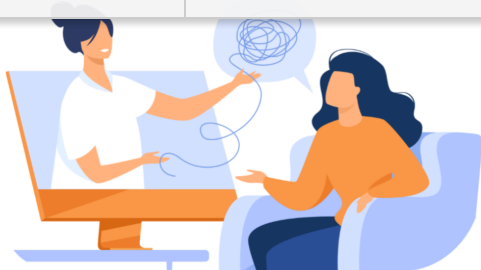
[Register for Event](#)

SWITCH BC

Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare

NEW: De-Escalation Tools for MOAs

MOA's play a vital role in front line patient care so make sure you and your staff have the right skills and resources necessary to feel safe. Check out the new [de-escalation Tools for medical office staff](#) created by The Community Physician Health and Safety Program (CPHS), led by SWITCH BC.



Tall Tree Health created a free email program to help patients with depression take small, manageable steps toward feeling better based on behavioral activation. It can also work well alongside other treatments like CBT or medication. Click [here](#) to sign up.



PMH Connectivity & Digitization Program

Need Support with Clinic Technology? Tech Concierge Andy is available live on Zoom twice a month to answer your questions on cybersecurity, digital tools, and provincial system connections. Find out more [here](#).



Pregnancy Vancouver

PregnancyVancouver.ca has been redesigned.

Your one stop hub for pregnancy and postpartum care navigation in Vancouver. Search for maternity care providers, access resources, understand coverage & costs, and more!



Provincial Language Services (PLS)

Looking for a fast and reliable service 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](#).

Navigating PAS & HCR

Looking for support with navigating the Provincial Attachment System (PAS) or the Health Connect Registry (HCR). See the list of resources below:

1. Doctors of BC MOA Peer Mentors

- clinical expertise,
- share more efficient and practical workflows,
- support through a mentoring and coaching approach,
- share their own practice experiences, and
- speak directly to the challenges and successes experienced by their peers.

Peer Mentors can provide a variety of supports in areas such as those listed below.



Enhance the use of health technology:

- EMR optimization
- Virtual care platforms and workflows
- Clinic IT security safeguards
- EMR data migration support
- Panel Management
- *AI Scribe**

Optimizing the physician practice:

- Practice improvement (quality improvement (QI))
- Team-based care
- Group medical visits
- Develop high performing primary care teams
- *PSP clinical content delivery*

If you're interested in connecting with a peer mentor to support your practice, please submit a [service request here](#).

2. Practice Support Program (PSP) & Doctor's Technology Office (DTO)

If you are experiencing issues with PAS and require assistance with updating your attachment reporting, please reach out to your Practice Improvement Coach through Doctors of BC. If you have not corresponded with your Practice Improvement Coach before, please reach out to psp@doctorsofbc.ca. PSP & DTO provide the following PAS supports:

- Panel Management - Empanelment, Disease Registries, Proactive & Preventative Care and Panel Maintenance
- Support with submitting panel through EMR or Dr. Bill
- PAS & EMR panel reconciliation
- EMR workflow related to PAS

3. PAS Support Team

For technical issues with the PAS system, connect with the PAS support Team using their drop in Microsoft Team Meeting link found [here](#). Alternatively, they can be contacted via email at healthbcsupport@phsa.ca.

(For assistance with uploading patients on PAS via the 98990 code in their EMR, it is best advised to connect to your EMR support team, as they can directly confirm if you are inputting all the required information needed. For LFP physicians, they can also contact the Panel Support Program Team at Doctors of BC via email (psp@doctorsofbc.ca) or through their service request [site](#).)



4. HCR Resources for Patients



through the PCN Toolkit website at <https://www.pcnbc.ca/en/pcn> under the "Resources" section

- [Health Connect Registry Promotional Materials](#)
- [Health Connect Registry - Patient Awareness Materials](#)

This Edition's Featured Team Member is...



Prachi Nagpal, MOA Versa Health Medical

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

Coming from a psychology background, I've always been drawn to spaces where care and connection are at the center of the work. Working in a primary care clinic gives me the opportunity to support people not just medically, but emotionally as well, even if it's in small ways. Whether it's being a calm voice on the phone, helping someone navigate the system, or just listening when they need to vent, I try to bring that empathetic lens into everything I do. What really motivates me is knowing that I'm part of a team that helps people feel supported in all aspects of their health. It's incredibly rewarding to be in a role where I can blend my administrative skills with my understanding of human behavior, which are both equally valuable. For me, it's not just about managing appointments or paperwork, it's about being someone patients and providers can rely on.

How do you like to unwind after work?

After a busy day at the clinic, I really value activities that help me recharge mentally and emotionally. My psychology background has taught me how important self-care is, so I make a point of creating little rituals for myself. Sometimes that's as simple as going for a walk to clear my head, doing some mindful breathing, or spending quiet time with a good book. On other days, I'll cook, listen to music, or catch up with friends and family. Anything that helps me shift gears and feel balanced again.

What is one tip or trick you would share with your MOA peers?

One thing I've learned as an MOA is that your energy sets the tone not just for the patients, but for the whole clinic. My biggest tip? Lead with calm, even when the day feels chaotic. A deep breath, a small pause before answering the next call, or a smile (even if it's just over the phone!) can shift the entire vibe of someone's day. Also, don't be afraid to create your own little "systems" that work for you. Whether it's colour-coding tasks, using keyboard shortcuts, or having a go-to checklist for referrals, these small habits can save you from bigger headaches later. At the end of the day, it's about finding that balance between efficiency and compassion.

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

My role is to help you. Give yourself grace while you learn. The role can feel overwhelming at first. There is a lot to learn, and no two days are ever the same, but you will find your rhythm. Ask questions, take notes, and don't be afraid to lean on your team. Every MOA was new once; we all remember what it's like to feel unsure. Also, remember: you're more than just admin support. You're a key part of the patient care experience. The way you greet someone, how you handle a tough call, or how you calmly navigate a busy day all matters. People may not always remember the details, but they'll remember how you made them feel. And one more thing: hydrate, take your breaks when you can, and celebrate the small wins. You've earned them.

What professional development advice do you have for your fellow MOAs wanting to improve in their role?

Don't wait for someone to hand you growth; be curious and take initiative. One of the best things you can do as an MOA is to stay open to learning, whether that's taking a short course, asking your team questions, or even just observing how others handle tricky situations. Every interaction is an opportunity to learn something. If you're looking for something more structured, there are great options out there like medical terminology refreshers, EMR (Electronic Medical Records) training, or even customer service and conflict resolution workshops. These not only sharpen your skills but also boost your confidence in handling whatever the day throws at you. Also, don't underestimate the value of soft skills. Communication, patience, and time management make just as much of a difference as technical knowledge. Even reading a book or listening to a podcast on healthcare or psychology can shift your perspective in really helpful ways. At the end of the day, the more you invest in your growth, the more value you bring, not just to your clinic, but to yourself.

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](#).



**The MOA
Ambassadors!**

A big thank you for all for your work on launching the MOA Peer Platform- We could not have done it without you!



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Vancouver Division of Family Practice

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