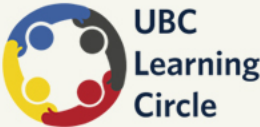




First Nations Virtual Doctor of the Day

Providing culturally safe care in a virtual space

MAY 26TH, 2021 AT 3PM



THE UNIVERSITY OF BRITISH COLUMBIA
Centre for Excellence in Indigenous Health



First Nations Health Authority
Health through wellness



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First Nations Virtual Doctor of the Day: Providing Culturally Safe Care in a Virtual Space

Dr. Terri Aldred
Aatma Seegobin
Dr. Kelsey Louis

May 26th 2021





Overview

- Introductions
- Promotional material
- Overview of First Nations Virtual Doctor of the Day Service
- Dr. Terri Aldred, Medical Director
 - Medical Affairs Office Overview (1 slide + CSH + Safe Spaces)
- Aatma Seegobin, Health Benefits
- Q & A

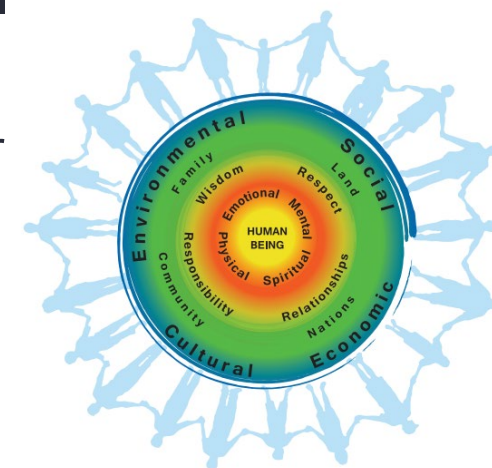




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Background

- The First Nations Virtual Doctor of the Day program enables First Nations people in BC with limited or no access to their own doctors to make virtual appointments.
- The intent of the program is to enable more First Nations people and their family members to access primary health care closer to home.
- This is a unique service for First Nations people in BC and their family members, even if those family members are not Indigenous.
- The program includes doctors of both Indigenous and non-Indigenous ancestry, and all doctors are trained to follow the principles and practices of cultural safety and humility.





Virtual Health Services Overview

First Nations Virtual Doctor of the Day (FNvDoD)

- Primary Care Service: Family Practice General Practitioners (GPs)
- Self-referral by client
- 7 days a week (8:30-16:30)
- Zoom or Phone
- Launched in April 2020
- **1-855-344-3800**

First Nations Virtual Substance Use and Psychiatry Service (FNvSUPS)

- Specialty Service: Physician Specialists in Addictions Medicine and Psychiatry
- Referral from Health and Wellness Provider
- 5 days a week (Mon-Fri)
 - Psychiatry: 10:00-15:00
 - Substance Use: 09:30-17:30
- Zoom (strongly preferred) or phone
- Launched in August 2020
- **1-833-456-7655**

- Both services are available to all First Nations people and their families living in BC

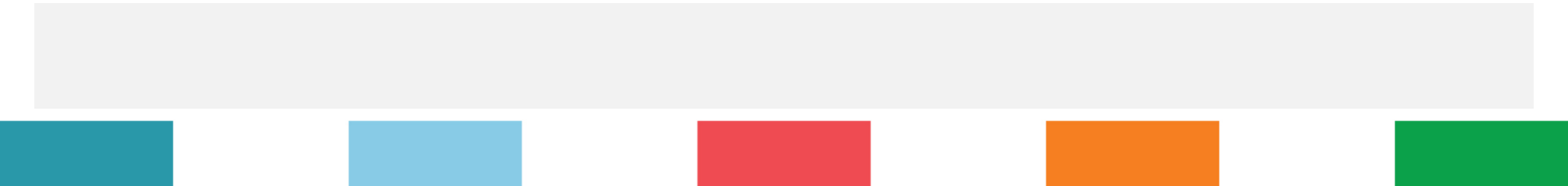
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Introduction



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- The purpose of FNvDoD is to:
 - To improve access to, timeliness and quality of culturally safe, integrated primary health care services both virtually and closer to home,
 - Develop primary health care that is designed, led and delivered by and with First Nations, and;
 - Improve and establish key partnerships that promote innovation and transformation of health and wellness services with First Nations.



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Patient Testimonials



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"It made me feel really safe, like I was in a safe environment in my house. I can share and express what my issues are without judgement"



"It made me feel really safe, like I was in a safe environment in my house. I can share and express what my issues are without judgement"



First Nations Virtual Doctor of the Day Patient Experience - Bobby White



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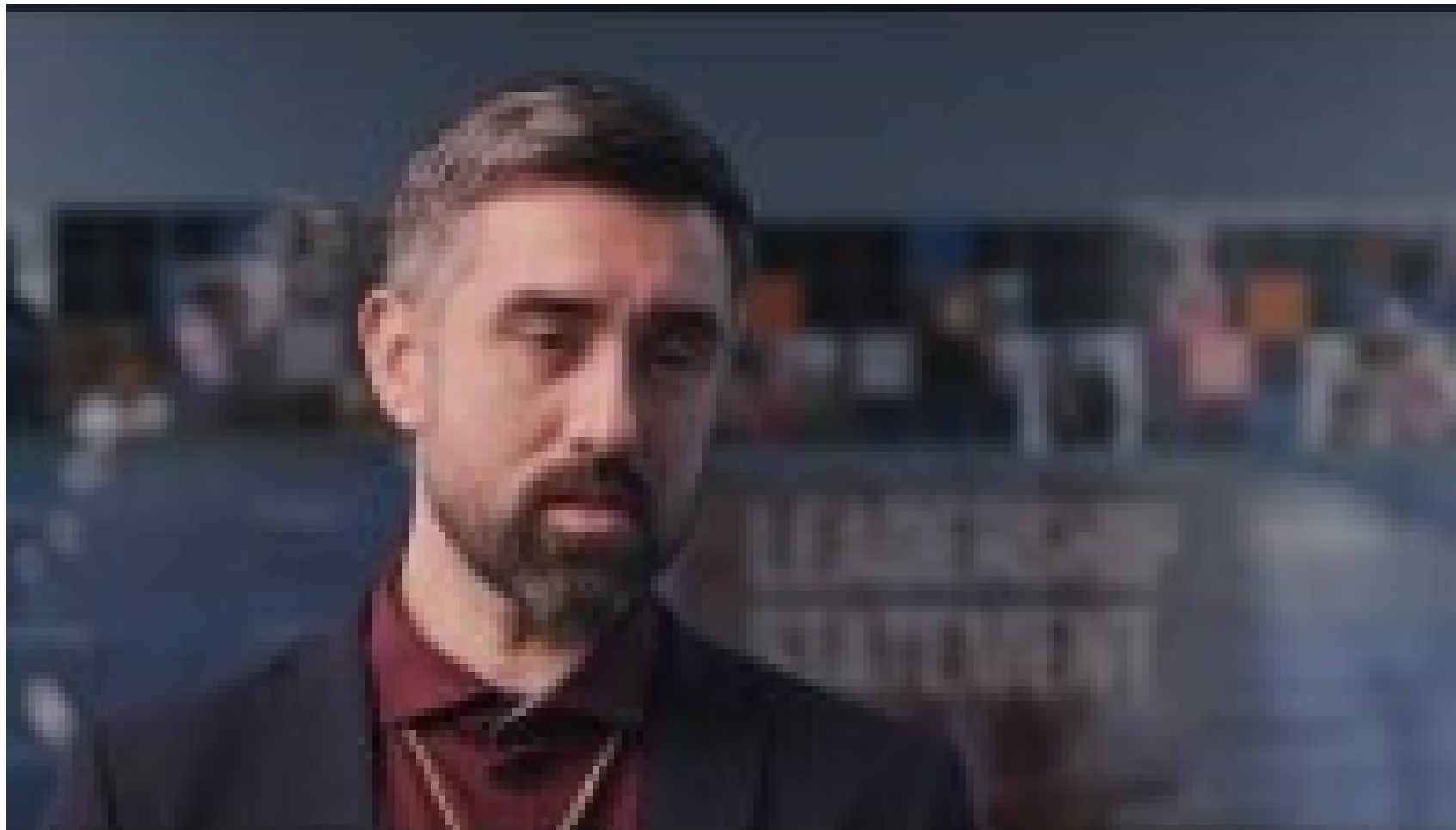
First Nations Virtual Doctor of the Day Patient Experience - Bobby White: <https://youtu.be/rFDYZhepwV0>





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First Nations Virtual Doctor of the Day



First Nations Virtual Doctor of the Day - About the Program: <https://youtu.be/sTkozOp10Jg>



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First Nations Virtual Doctor of the Day

- The program is:
 - Virtually-delivered culturally safe primary care medical services (GPs) including assessment, referral, treatment, & follow-up
 - Can provide longitudinal care
 - Available through self-referral
 - Regional coverage model
 - The program is not:
 - An emergency or acute crisis response service
 - A replacement service for where successful pathways already exist
- Talk to a physician in a unique, culturally safe space





Cultural Safety & Safe Spaces

- The vision of FNHA Primary Care includes a priority to *“Increase the use of culturally safe and anti-racism approaches to the design and delivery of health and wellness services”*
 - The process of application, selection and onboarding of physicians and staff is rooted in the core principles, practices and values of cultural safety
 - Our evaluation framework is aligned with the principles and values of cultural safety and humility in partnership with University of British Columbia
 - We have implemented a complaints and compliments process which includes oversight from our Medical Director, Dr. Terri Aldred
- Cultural safety is at the core of the virtual care services and sets these programs apart from any other primary care program, (virtual or in-person)





Cultural Safety & Safe Spaces

Intake from MOA or Care Coordinator

- Medical Office Assistant / Care Coordinator outlines safe space values
- If there is anything specific the client has shared they would like to include in their appointment to help them feel safe, share this with the attending physician

Scheduling Email sent from MOA

- Appointment information, survey link and safe space values outlined in the email to the client

Appointment with Physician or Specialist

- At the beginning of the appointment, the Physician/Specialist reiterates the safe space values
- If there is anything specific the client has shared with the MOA or Care Coordinator; acknowledge this back to the client



- The safe spaces protocol is present for any staff touchpoint within the program.
- Clients are supported and their safety is a primary focus of the patient encounter.



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The FNvDoD Team

- Oversight and staff accountability is provided by the Medical Director of Primary Care, Dr. Terri Aldred
- Our continually growing team has:
 - 30 Physicians (at least 5 of who are Indigenous)
 - 5 Medical Office Assistants (MOA)



- One-third of our physicians self-identify as Indigenous and all physicians are selected on their proven ability to provide culturally safe care within our communities



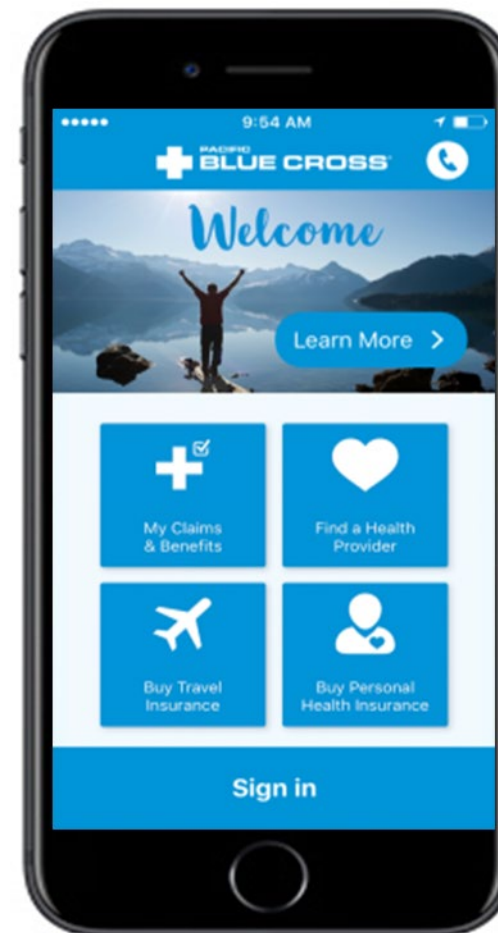
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PBC Member Profile

Clients can access their PBC Member Profile online (web browser) or using the PBC app.

Your Member Profile allows you to:

- Look up your dental, vision and medical supplies and equipment benefits
- Submit claims online
- Keep track of how much you've claimed for each benefit & how much you have left
- Set up direct deposit payments to your bank account
- Print or email a copy of your Pacific Blue Cross Member ID card





Benefit Areas

- Dental
- Medical Supplies & Equipment
- Vision Care
- **Pharmacy**
- Medical Transportation
- Mental Health





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Pharmacy: Drug Benefits

Coverage for prescription and over-the-counter items are provided by:

- BC PharmaCare
- Provincial Agencies
- Pacific Blue Cross

Collaboration between the provincial plan and Pacific Blue Cross means that clients are covered.



- ❖ Clients can contact FNHA Health Benefits at **1-855-550-5454** if they have any questions.



ACCESSING PHARMACY BENEFITS



STEP 1

See a prescriber to get a prescription for your medication or pharmacy item.



STEP 2

If your prescription needs a Special Authority, your prescriber can submit the request directly to PharmaCare.



STEP 3

Take your prescription to the pharmacy. Ask the pharmacist if your plan fully covers your medication or if there is a fully-covered alternative



STEP 4

The pharmacist will dispense your medication and bill Plan W or PBC directly.

Virtual Clinical Pharmacy Services



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Yearly medication reviews are important to your wellness. Medication reviews help you understand your medications, why they are needed, and how best to take them.

- Contact Health Benefits 1-855-550-5454 to set up an appointment
- Meet virtually with a clinical pharmacist from UBC's Pharmacist Clinic by Zoom or phone
- Services available: yearly medication review, discussions and education about medications, and drug therapy optimization. Follow-up sessions are available as needed.
- FNvDoD referrals welcome.



Health Benefits – Drug Coverage

- HB provides FNVDoD regular updates on drug coverages and drug therapy initiatives.
- Physicians can request Special Authorities, work with local pharmacists, or contact Health Benefits for support if issues arise in accessing the drug treatments you require.



- First Nations Virtual Doctor of the Day physicians are familiar with the First Nations Health Benefits program.



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Have a question or need an appointment?
Phone (toll-free, 7 days a week, 8:30 am to 4:30 pm)
1-855-344-3800

If you are a provider and want to know more:
FNvDoD@fnha.ca



Gayaxsixa

Kukwstsétsemc

Huy tseep q'u

Mussi Cho

Haw'aa

Sechanalyagh

Gila'kasla

kw'as ho:y

Kleco Kleco

k^wuk^wstéyp

T'oyaxsim nisim

Snachailya





Frequently Asked Questions

- How are doctors chosen for the program?
- Family members (Non-Indigenous/Inuit/Metis)
- How do clients book an appointment?
- Do clients need a computer to book an appointment?
- What are the service hours?
- How Is client privacy protected?
- Will this service still be available after the COVID-19 crisis ends?
- How can this support my clients?
- Does the service provide primary care attachment for clients?
- Does the service provide opioid agonist therapy?