

Resources for physicians working at Virtual Clinic

November 2020

Overview of provincial services available to physicians working at the Northern Health Virtual Clinic.

Northern RACE (Rapid Access to Consultative Expertise)

Available 8 am to 5 pm, Monday to Friday, excluding statutory holidays.

<https://physicians.northernhealth.ca/physician-resources/northern-race#northern-race>

Toll-free # 1.855.605.7223

Northern Health advice line that supports primary care providers in Northern BC. Northern specialist physicians provide telephone support for non-emergent, patient-related questions.

First Nations Virtual Doctor of the Day

FNHA service. Available 7 days per week, 8:30 am to 4:30 pm.

<https://www.fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day/health-care-professionals>

Clients can call 1-855-344-3800 to book a Zoom appointment, or email virtualdoctor@rccbc.ca

Doctors provide regionally based, virtual primary health care support and delivery to First Nations people and their families living in BC. They also support community-based nurses and other health professionals to deliver primary care.

Real-Time Virtual Support (RTVS) pathways

Available 24/7 by Zoom and/or phone, depending on the service.

- Different pathways give access to just-in-time advice and culturally safe, compassionate support.
- Specialist colleagues can support you with ANY issue, any time.
- Pathways include RUDi, ROSe, CHARLiE, MaBAL, and UBC Dermatology Rural and Remote Service (details below).
- Offered through Rural Coordination Centre of BC (RCCBC).
- More info and a full comprehensive [toolkit](#) available at rccbc.ca/rtvs/

Note: To access pathways available only by Zoom, you'll need a "Zoom for Healthcare" account. Get one at rccbc.ca/rtvs/zoom/

RUDi – Emergency	ROSe – Critical Care
<p>Zoom: rudi1@rccbc.ca</p> <p>Backup Contacts rudi2@rccbc.ca rudi3@rccbc.ca rudi4@rccbc.ca</p>	<p>Zoom: Phone: rose1@rccbc.ca 1-888-918-0626</p> <p>Or download the ROSe mobile app from rosetelehealth.com</p>
CHARLiE – Pediatrics	MaBAL – Maternity & Newborn
<p>Zoom: charlie1@rccbc.ca</p>	<p>Zoom: mabal1@rccbc.ca</p>

- **RUDi (Rural Urgent Doctor in-aid) – Emergency**
Available 24/7 by Zoom

rccbc.ca/rtvs/rudi/

Zoom: rudi1@rccbc.ca

Physicians with emergency medicine and rural experience can help rural healthcare providers looking for support with a patient or preparatory simulation, including:

- Providing a second opinion about a patient
- Reviewing a case
- Running through simulation scenarios
- Helping to navigate the healthcare system
- Providing collaborative support in critical times
- Other situations as needed by rural providers

- **ROSe (Rural Outreach Support) – Critical Care**
Available 24/7 by Zoom or phone.

rccbc.ca/rtvs/rose/

- Zoom: rose1@rccbc.ca
- Phone: 1.888.918.0626.
- ROSe mobile app: download from rosetelehealth.com

Intensivist/critical care specialists available to support rural healthcare providers looking for a consultation, second opinion, or ongoing virtual support for patients.

ROSe physicians have expertise in complex, acutely ill patients, and those who are deteriorating. However, they are open to support rural care providers for any patient they're concerned about.



- **CHARLiE (Child Health Advice in Real Time Electronically)**

Available 24/7 by Zoom

rccbc.ca/rtvs/charlie/

Zoom: charlie1@rccbc.ca

Pediatricians, pediatric emergency physicians, and pediatric intensivists can provide urgent specialized pediatric support to rural healthcare providers presented with urgent problems in children and youth.

Support includes providing a second opinion, reviewing a case, helping to navigate the healthcare system, and providing collaborative support.

- **Maternity (Maternity and Babies Advice Line)**

Available 24/7 by Zoom

rccbc.ca/rtvs/mabal/

Zoom: mabal1@rccbc.ca

Family physicians with expertise in maternal and newborn care and an understanding of rural and cultural contexts can provide guidance on urgent and non-urgent pre-conception, prenatal, antenatal, intrapartum, and postpartum presentations, for both moms and newborns.

They can also provide assistance in assessment and problem-solving and can rapidly facilitate access to specialist expertise from regional care centre obstetricians or provincial pediatricians.

- **UBC Dermatology Rural and Remote Service**

Available by phone Monday to Friday (except holidays), 9am to 5pm.

rccbc.ca/rtvs/dermatology/

Phone: 1-778-771-DERM (3376).

Dermatologist residents can help reach a working diagnosis and plan. The plan is reviewed with dermatology staff and the referring practitioner.

