doctors of bc

Essential technology for doctors in BC

As a new-to-practice physician, it can be unclear what organizations or programs are available to help you navigate the diverse technological supports and benefits in BC. To help guide you through this complicated topic, the following list includes essential tools and resources offered to doctors to help run their practice.

Description	Request access	Contact support
CareConnect BC's secure, view-only Provincial Electronic Health Record (EHR). Gain access to encounters, lab results, diagnostic imaging, clinical documents, and provincial immunization records for patients.	Request access to CareConnect	**CareConnect support:** private.careconnect@phsa.ca
PharmaNet via PRIME enrolment Provincial network linking all BC pharmacies to a central data system administered by the Ministry of Health. Any health professional using PharmaNet to deliver patient care will need a BC Services Card and College License Number to complete the PRIME approval process to get a Global PharmaNet ID (GPID) to access PharmaNet.	PRIME request approval to access PharmaNet PharmaNet is offered FREE of charge through CareConnect but is also available through other vendors such as Excelleris, iClinic, MediNet, and Plexia.	**PharmaNet help desk** 604-682-7120 1-800-554-0225 Fax: 250-405-3587 **PRIME** 1-844-397-7463 primesupport@gov.bc.ca
UpToDate A clinical decision making support tool available free from your local Division of Family Practice funded by the Doctors of BC through the GPSC.	**Register for UpToDate** A Division of Family Practice member portal account (above) is required to register.	**UpToDate support** 1-800-998-637

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Excelleris (LifeLabs) Excelleris is a major report delivery service in BC, including labs, medical imaging, and health care records. Results delivery is integrated with many EMRs in BC. Your EMR vendor may provide direction on enrolling in results delivery.	Register for Excelleris report delivery	**Excelleris support team** support@excelleris.com
Teleplan Medical claims are submitted for payment electronically through the Medical Services Plan (MSP) Teleplan system. It is how providers securely submit claims, retrieve remittance information, and check patient eligibility.	Apply for Teleplan service	**Teleplan support centre** 604-456-5950 1-866-456-6950 Fax: 250-405-3592
Division of Family Practice Member Portal Division member portals provide a variety of resources including local news, info sheets, checklists, toolkits, and business directories.	Contact your local Division of Family Practice	**Provincial Office** divisions@doctorsofbc.ca
Pathways Pathways allows physicians and staff to quickly access current and accurate forms and resources as well as referral information, including wait times and areas of expertise, for specialists and specialty clinics. It is a Doctors of BC sponsored service.	Request access to Pathways through your local Division of Family practice	**Pathways support** contact-us@pathwaysbc.ca
Pathways Medical Care Directory (MCD) Pathways MCD allows the public to find business information about your practice, including selectable intake forms.	Request your personal page in Pathways MCD	**Pathways MCD support** medicalcaredirectory@pathwaysbc.ca

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Description	Request access	Contact support
PAS (Provincial Attachment System) The Provincial Attachment System (PAS) initiated by the BC government and Doctors of BC connects patients without a family doctor to those accepting new patients, aiming to strengthen family medicine within communities.	Follow the steps on this page to access the PAS. Authentication required: BC Services Card App + OneHealthID (Msoft authenticator)	**PAS Command Centre:** Email: HealthBCSupport@phsa.ca Zoom: Mon – Fri 9:00 am – 7:00 pm Dial: 778-907-2071 (Meeting ID 930 0303 4945, Passcode 548989)
SA eForms (Special Authority eForms) Prescribers can submit Special Authority requests online using eForms on the SA drug list.	Access eForms here. Authentication required: BC Services Card App + OneHealthID (Msoft authenticator)	SA eForms: SATransformation@gov.bc.ca Reactivation of eForms accounts: eformsenrolment@phsa.ca
PHSA's Digital Referrals & Orders (DRO) Program This provincial program, powered by OceanMD, enables care teams to electronically exchange, track, and manage referrals, medical order requisitions and advice requests in a safe, efficient, and effective way. This program offers an integrated experience with EMRs and CIS systems. When you sign up to participate in eReferrals, your clinic will also receive access to the Ocean Patient Engagement tools to send patient messages, reminders and questionnaires. There is no cost for providers, administrative staff, or patients to use this platform as it is funded through a provincial contract via Ministry of Health.	Please fill out the intake form here to sign up for access to DRO, powered by OceanMD.	For more information, please reach out to DRO support: dro.program@phsa.ca

This information was adapted from a resource developed by the Richmond Division of Family Practice.

Please contact your local Division of Family Practice for more details about technologies specific to your location.

Contact us at business.services@doctorsofbc.ca. for more information and support.