

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 GP Services Committee.

Register for UpToDate

A Division of Family Practice member portal account (above) is required to register.

UpToDate support

1-800-998-637

Description	Request access	Support contact
<p><u>Excelleris (LifeLabs)</u></p> <p>Excelleris is a major report delivery service in BC, including labs, medical imaging, and health care records.</p> <p>Results delivery is integrated with many EMRs in BC. Your EMR vendor may provide direction on enrolling in results delivery.</p>	<p>Register for Excelleris report delivery</p>	<p>Excelleris support team support@excelleris.com</p>
<p><u>Teleplan</u></p> <p>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.</p>	<p>Apply for Teleplan service</p>	<p><u>Teleplan support centre</u> 604-456-5950 1-866-456-6950 Fax: 250-405-3592</p>
<p><u>Division of Family Practice Member Portal</u></p> <p>Division member portals provide a variety of resources including local news, info sheets, checklists, toolkits, and business directories.</p>	<p>Contact your local Division of Family Practice</p>	<p>Provincial Office divisions@doctorsofbc.ca</p>
<p><u>Pathways</u></p> <p>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 and is a Doctors of BC sponsored service.</p>	<p>Request access to Pathways through your local Division of Family practice</p>	<p>Pathways support contact-us@pathwaysbc.ca</p>
<p><u>Pathways Medical Care Directory (MCD)</u></p> <p>Pathways MCD allows the public to find business information about your practice, including selectable intake forms.</p>	<p>Request your personal page in Pathways MCD</p>	<p>Pathways MCD support medicalcaredirectory@pathwaysbc.ca</p>

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 [Business Pathways](#) for more information and support.