

MEMORANDUM OF UNDERSTANDING
INTRODUCTION AND ONGOING IMPROVEMENT OF EHRs IN HEALTH
AUTHORITY FACILITIES

BETWEEN:

HIS MAJESTY THE KING IN RIGHT OF THE PROVINCE OF BRITISH
COLUMBIA, as represented by the Ministry of Health

(the “**Ministry**”)

AND:

FRASER HEALTH AUTHORITY, INTERIOR HEALTH AUTHORITY,
VANCOUVER ISLAND HEALTH AUTHORITY, VANCOUVER COASTAL
HEALTH AUTHORITY, NORTHERN HEALTH AUTHORITY and
PROVINCIAL HEALTH SERVICES AUTHORITY

(individually a “**Health Authority**” and
collectively the “**Health Authorities**”)

AND:

ASSOCIATION OF DOCTORS OF BC

(the “**Doctors of BC**”)

(individually a “**party**” and collectively the “**parties**”)

Engagement and Communication

1. The Ministry and Health Authorities will inform all senior leaders involved in the implementation and maintenance of Electronic Health Records (EHRs), including relevant CIOs and CMIOs, about this Memorandum of Understanding (MOU) and its obligations.
2. Health Authorities will actively engage with physicians through all phases of implementation, including preliminary planning and during continuous system enhancements, by seeking physicians' feedback and input into planning, design, and implementation processes. This includes:
 - a) meeting and working with Medical Staff Associations (“MSAs”), on a regional, sub-regional, or site level, on the development of any engagement or communication plans prior to implementation; and
 - b) ongoing engagement and communication with MSAs throughout implementation, changes, or enhancements.
3. Health Authorities' EHR engagement plans will:
 - a) ensure that clear processes are established and outlined for physicians to identify and report issues, questions, and problems;
 - b) outline anticipated timelines and schedules for site(s) in the region;
 - c) provide key contacts (names and contact information) where questions, suggestions, or issues should be directed;
 - d) ensure physicians receive support should more significant problems arise; and
 - e) consider successful strategies and best practices proven at sites with successful EHR implementation.
4. Health Authorities' EHR communication plans will be shared with impacted medical staff before and during implementation and be inclusive of, but not limited to, the following elements:
 - a) key dates and timelines for implementation for sites and departments;
 - b) outline when, how, and where medical staff will receive updates and other necessary information;
 - c) education and training timelines, physician support, and contacts;

- d) outline of EHR-related staffing and support levels during implementation, including any potential upstaffing of departments; and
 - e) key contacts for questions or issues management, including for both technical support and workflow related matters.
5. Where invited by MSA representatives, Doctors of BC representatives will be permitted to participate at both the regional and site level in Health Authority and MSA discussions outlined above. This includes Doctors of BC staff including Regional Advisors and Advocates who serve as Doctors of BC representatives and Engagement Partners who support communication between the medical staff and Health Authorities. Other attendees may include Doctors of BC Digital Health and Privacy staff, or staff performing duties under the Community Digital Innovation Program.
6. EHR engagement between MSA representatives and Health Authorities will be supported by the Specialist Services Committee and the Facility Engagement process and funding, to the exclusion of funding for required EHR training, which remains the responsibility of each Health Authority. This does not preclude MSAs from using Facility Engagement funding for activities related to the training.

Measurement

7. Health Authorities will:
- a) measure the impact of EHR introduction, and provide comparisons where possible with other sites;
 - b) engage with local or regional MSA representatives on what is measured and the approach to measurement;
 - c) share any reports that are produced from the measurements of EHR introduction with local or regional MSA representatives and Doctors of BC representatives; and
 - d) share and review the results of any relevant measurements before and after implementation of the EHR system with local or regional MSA representatives.

Provincial EHR Strategy

8. Should the Ministry of Health develop an overall provincial strategy for EHRs in conjunction with other systems and/or a consolidation plan, the Ministry will engage with Doctors of BC. Doctors of BC will have an appropriate opportunity to review and provide feedback on the strategy before implementation.

Resolution of Disagreements

9. If any of the parties have a concern respecting this Memorandum, the parties directly impacted (e.g. Doctors of BC and a Health Authority) will meet to attempt to resolve the issues.
10. If, as a result of the meeting referred to in section 9, the parties were unable to resolve the issue(s), the Health Authority or Vice President, Digital Health, Doctors of BC may trigger a further meeting (the “**Issue Resolution Meeting**”).
11. The Issue Resolution Meeting will include senior Medical Affairs and/or Information Technology representatives from the Health Authority, MSA representative(s), and a member of Doctors of BC senior staff. The focus of this meeting will be to raise, discuss, and attempt to resolve issues.
12. If the Issue Resolution Meeting does not result in resolution of the issue(s) within 45 days of the meeting, or any longer period agreed to by the parties, either party may within a further 30 days, refer the matter to be resolved in the same manner as set out in Article 22.1 of the 2025 Physician Main Agreement for resolution of Provincial Disputes.

Termination

13. This Memorandum shall have the same term as, and shall terminate concurrent with, any termination of the 2025 Physician Main Agreement.

Dated this 1st day of April, 2025



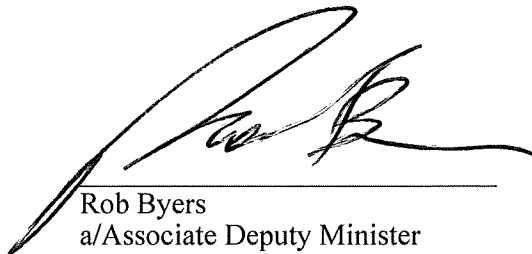
Dr. Adam Thompson
President
Doctors of BC



Anthony Knight
Chief Executive Officer
Doctors of BC



Dermot Kelly
President and CEO
Fraser Health Authority



Rob Byers
a/Associate Deputy Minister
Health System Policy & Planning
Ministry of Health

Kathryn MacNeil

Kathryn MacNeil (Jul 15, 2026 12:12:08 PDT)

Kathy MacNeil
President and CEO
Vancouver Island Health Authority

Ciro Panessa

Ciro Panessa (Jul 15, 2026 12:47:51 PDT)

Ciro Panessa
President and CEO
Northern Health Authority

Sylvia Weir

Sylvia Weir (Jul 15, 2026 13:27:39 PDT)

Sylvia Weir
President and CEO
Interior Health Authority

Paul Mochrie

Paul Mochrie (Jul 15, 2026 14:28:30 PDT)

Paul Mochrie
President and CEO
Provincial Health Services Authority

Vivian Eliopoulos

Vivian Eliopoulos (Aug 13, 2026 10:28:37 PDT)

Vivian Eliopoulos
President and CEO
Vancouver Coastal Health Authority