

Welcome to Doctors of BC

Working together, we support BC's doctors to be leaders in delivering and improving patient care.



**doctors
of bc**

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Supporting doctors **through it all.**



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A message from the president



Dear colleague,

It is my pleasure to welcome you as a new member of Doctors of BC. You are now part of a diverse community of physicians, residents, and medical students working together to make a positive difference for the profession, our patients, and the health care system in British Columbia. As your professional association, Doctors of BC will be here for you at every career phase from medical student and residency, to practice and retirement. As you read this introduction to Doctors of BC, you will discover a wide range of benefits, services, and supports that are available to you.

I encourage you to take advantage of these programs and learn how Doctors of BC can assist you. I also urge you to get involved with your association, so that together, we can continue to advocate for physicians and our patients. By sharing your unique perspective as part of Doctors of BC, you can help create real changes that benefit you and your colleagues across the province. The information included in this booklet will answer many of your questions, but I welcome you to connect with me any time at president@doctorsofbc.ca. Thank you for joining us, and I wish you the very best.

With gratitude,

Dr Charlene Lui

Where to start

1

Take a moment to browse through this publication for highlights of some of the key offerings that may be of interest, and check out our website for more information at doctorsofbc.ca.

2

You will have received your user name and password via e-mail in order to access the members-only side of our website. If you have not received this information, please contact benefits@doctorsofbc.ca. These details will enable you to carry out transactions and access specific information not available on our public site.

3

Sign up for newsletters to stay up to date at: doctorsofbc.ca/account/subscriptions.



Negotiated benefits

Benefits to help you in your **practice and career.**

Doctors of BC negotiates with the provincial government for fee-for-service, sessional income, and service contract physicians in the areas of compensation and benefits. These negotiated benefits are administered through Doctors of BC for our members.

Take advantage of the benefits available to you, and watch for communication from us so we can pay you these benefits.

Available negotiated benefits:

Canadian Medical Protective Association (CMPA) — BC physicians receive partial rebates on their CMPA dues to offset the rising costs of medical liability insurance.

Continuing Medical Education (CME) — These funds help to offset the costs of your professional development required to maintain your medical license.

Contributory Professional Retirement Savings Plan (CPRSP) — The Contributory Professional Retirement Savings Plan (CPRSP) encourages physicians to save for their retirement on an annual basis. This benefit provides funds to be used to contribute to a personal or spousal RRSP and/or personal Tax Free Savings Account (TFSA). This benefit can also be reimbursed to a physician's corporation for its contribution to their Corporate Individual Pension Plan (IPP) or Corporate Registered Pension Plan (RPP).

Parental Leave Program (PLP) — This benefit provides income to physicians when on leave, and is payable for up to 17 weeks. It is payable for parental, adoption, and surrogate leave.

Government-paid Physicians' Disability Insurance (PDI) — PDI provides you monthly income in the event of an accident or illness.

Learn more

To learn more about these negotiated benefits and the criteria and conditions for eligibility, visit our website at doctorsofbc.ca/negotiated-benefits.



Provincial and local negotiations

Learn more

Members seeking support can email
negotiations@doctorsofbc.ca.

The best agreements come from **collaborative relationships.**

The Doctors of BC Negotiations team negotiates the Physician Master Agreement with the BC government that, among other things, determines the general terms and conditions applicable to contractual arrangements for physician services in BC.

The Negotiations team also provides support to physicians with their local alternative payment arrangements (e.g. service, sessional, MOCAP and administrative contracts, and salary agreements) with a Health Authority (HA) or other publicly funded agency, to help them negotiate agreements that fairly balance the interests of physicians and HAs.

We work to help physicians resolve conflicts relating to complicated contracts in a complex environment. We place a great value on curiosity and strategies to gather a full appreciation of the issues before we advise or speak on behalf of our members.



Regional Advisors & Advocates

Supporting you where you **live and work.**

Doctors of BC has a team of Regional Advisors and Advocates (RAAs) who support physicians in the communities where you live and work. They are your first point of contact to assist you in seeking services and support from Doctors of BC.

Your RAA will:

Advise and advocate for you by:

- Assisting with local issues, with the health authority, and provincially.
- Support you with complaints or disciplinary issues, ensuring you are treated fairly and proper processes are followed.
- Provide individual and group Alternative Payment Plan (APP) contract support.
- Represent you as the regional staff contact for the new Memorandum of Agreement on
- Physical and Psychological Safety in the Physician Master Agreement (PMA).

Inform you about Doctors of BC initiatives and other local, regional or provincial issues by:

- Providing information and answering questions about the PMA.
- Promote the Health Authority Engagement Survey and sharing the results.
- Update you on opportunities for involvement in Doctors of BC initiatives, projects, and committees.

Connect you to Doctors of BC services, resources, and benefits by:

- Provide expertise with MSP, WorkSafeBC, and ICBC billing and payment challenges.
- Link you to resources and supports such as the Physician Health Program, Audit and Billing support, and Negotiations.
- Provide support with member benefits such as Club MD, Insurance, and MD Financial.

Your RAA

Fraser



Eileen Janel

Email
ejanel@doctorsofbc.ca

Phone
604 992-4193

Interior



Brent Weiss

Email
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Island



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North



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Phone
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Vancouver & Coast



Rachel Lee

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Phone
778 552-3528

Provincial Health Services



Christine Strang

Email
cstrang@doctorsofbc.ca

Phone
604 319-6743

Doctors of BC Insurance

Exclusive plans, **competitive** prices, and **personalized** service.

Doctors are at the centre of everything we do. We understand the challenges unique to your profession. Let us simplify insurance and give you financial peace of mind.

Our licensed, non-commissioned insurance advisors put doctors first with personalized insurance solutions. When you need us most, at time of claim, we'll be right by your side.

If it's important to your practice, your family and your life, it's important to us.

Special offers for new members

Special coverage available within **90 days** of becoming a new member

Solutions for doctors

- Accidental death & dismemberment
- Critical illness
- Disability & income protection
- Health & dental
- Home, office & liability
- Identity theft
- Life
- Long-term care
- Professional expense Student & resident programs
- Travel medical

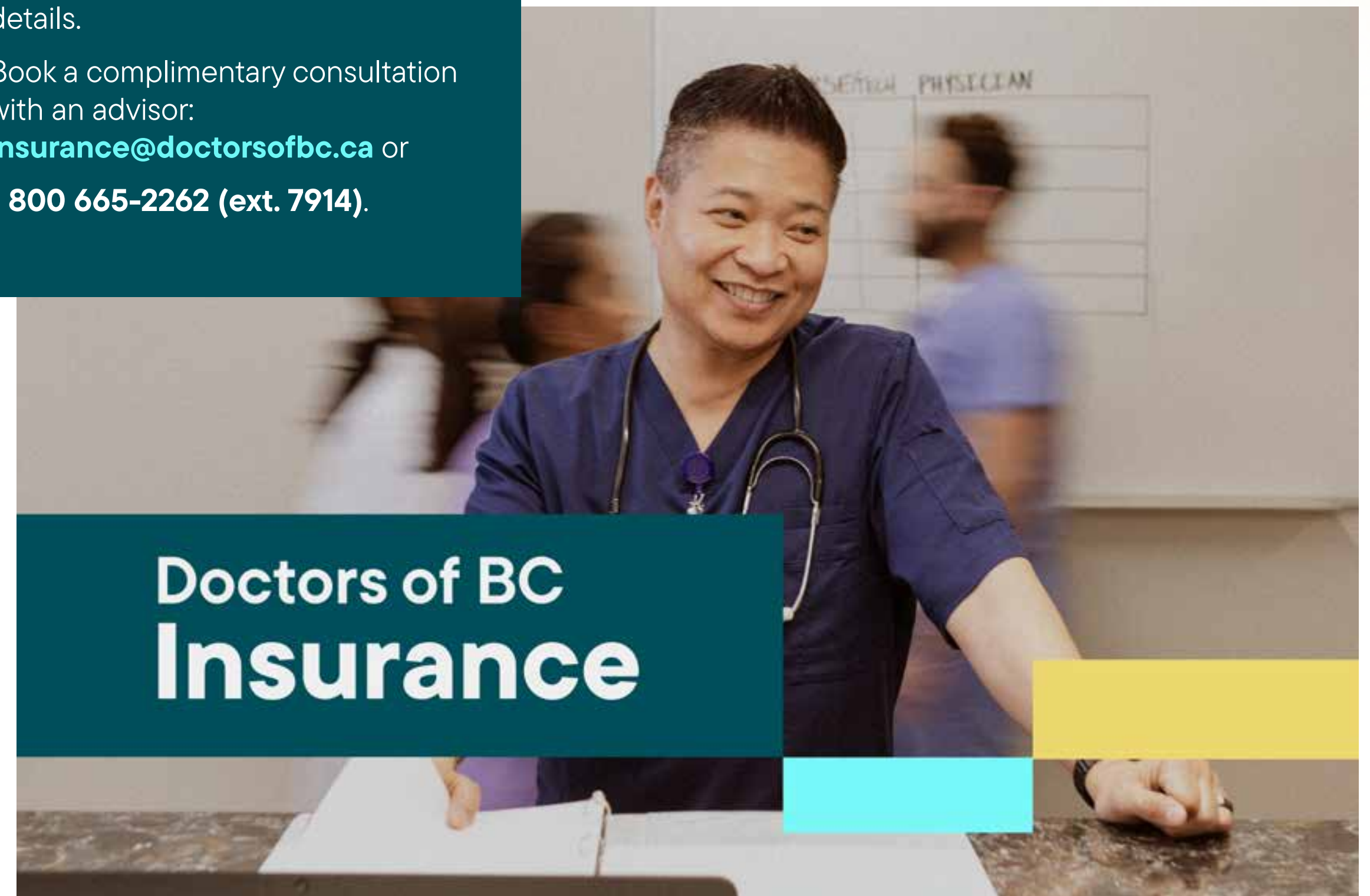
Learn more

Visit doctorsofbc.ca/insurance for details.

Book a complimentary consultation with an advisor:

insurance@doctorsofbc.ca or

1 800 665-2262 (ext. 7914).



Business supports

Optimizing your practice every step of the way.

Doctors of BC is committed to supporting doctors in navigating the operational side of managing a business. Doctors can access valuable resources, information, toolkits, and expert advice support to help inform and streamline business operations.

You have access to:

- Guidance on starting, managing, and closing a practice.
- Various contract agreement templates.
- Comprehensive toolkits including human resources, and emergency preparedness, business planning.
- Webinars from industry experts on topics about incorporation, taxes, conflict management, and more.
- Preferred rates on legal and financial services through Club MD.
- One to one business support from Business Advisors.

Learn more

More resources and materials will be released on a continual basis at doctorsofbc.ca/business-support.



Physician Health Program (PHP)



Learn more

To access our 24/7 confidential helpline, call **1 800 663-6729**.

For more information about our program, call **604 398 4300**, email info@physicianhealth.com, or visit our website at doctorsofbc.ca/physician-health-program.

**Physician
Health
Program**

Confidential support anytime you need it.

The Physician Health Program (PHP) provides confidential support, referrals and counselling to physicians, residents, medical students, and family members any time you need it. PHP can help with a range of concerns including mental health, substance use, relationship stress, career and life transitions, financial issues, workplace relationships, and concern for colleagues.

Our team of Program Physicians and Clinical Coordinators will support you in navigating the health care system and getting connected to the support you need

PHP's services include:

- **A 24/7 confidential helpline*** to connect immediately with a master's-trained licensed clinical counsellor and provide access to other PHP services.
- **Individual and group peer support** – Confidential, expert 1:1 peer support from a trusted physician colleague, and virtual peer support groups.
- **Short-term counselling*** – Flexible short-term counselling from a network of masters- level clinical counsellors.
- **Referral to specialized coaches and therapists***: Connect you with specialized coaches or counsellors beyond short-term counselling. These referrals are outside of the PHP affiliated network, and you may need to self-pay.
- **Return to work facilitation**: Coaching, planning, and follow-up support to help you transition back to work after an illness or prolonged absence.
- **Psychiatric consultations**: One-time psychiatric consultations by our in-house psychiatrist, available only through recommendation by PHP clinical staff.
- **Advice on approaching colleagues** – If you are concerned about the health and wellbeing of another colleague, PHP will work with you to ensure they get the help they need.
- **Occupational health consultations** – Support with understanding the relationship between your work and health. We may offer recommendations on accommodations to consider for creating a healthier working environment.
- **Connection to a family physician** – Support to connect you with your own family physician.
- **Wellness Workshops** – Educational workshops for physician groups or leadership on topics related to physician wellness.

** Available to family members of physician and medical learners*

CONFIDENTIALITY: Contacting us is as confidential as contacting your own family physician. Any personal and health information you provide the PHP, including the fact that you contacted us, will be held in the strictest confidence.



Practice Support Program

Services **customized** to meet each practice's **unique needs**.

The Practice Support Program (PSP) offers services to primary care physicians practicing longitudinal patient care across the province. Funded through the Family Practice Services Committee (FPSC), PSP offers doctors resources to explore opportunities for improvement to optimize their practice, enhance their use of health technology, effectively manage their patient panel, and reduce overall administrative burden. PSP's services are customized to meet each practice's needs and accommodate busy physician schedules.

With the practice team's specific needs and goals in mind, PSP's practice improvement coaches are available to help clarify roles, establish structures, and make lasting improvements in areas like health technology, panel management, and team-based care.

In addition to PSP's team of skilled coaches, peer mentors bring clinical expertise and their direct experience to the support PSP provides. Physician and medical office assistant (MOA) peer mentors work with PSP coaches to provide one-to-one support directly in doctors' practices and co-facilitate learning opportunities.

Participating doctors and team members may also be eligible for compensation and certification when working with PSP on quality improvement activities.

[Learn more](#)

For general inquiries,
please contact
psp@doctorsofbc.ca or
submit a **service request**.

Doctors Technology Office

Centralized health technology support.

Doctors Technology Office (DTO), funded through the Family Practice Services Committee (FPSC), is the resource for centralized health technology information and support for primary care physicians practicing longitudinal patient care across the province. With rapidly evolving tools and capabilities, it can be difficult to put the most useful tools into clinical practice. DTO supports physician practices with guidance, resources, and learning opportunities to navigate health technology solutions and implement appropriate tools using best practices.

DTO works to address the needs of primary care teams related to EMR supports, **healthcare technologies**, and clinic security. Our staff provide advisory services to optimize the use of health technology as part of a patient medical home (PMH) and primary care network (PCN), as well as a Health Technology Support Desk to assist clinics with in-office technology issues or escalations.

DTO also works with the Doctors of BC Digital Health Strategy team to include the physician voice in the design and implementation of health technology solutions. DTO supports alignment, standardization, and collaboration in the use of health technology across the province.

Learn more

For more information, please contact
dtoinfo@doctorsofbc.ca.



Billing & audit support

Fee Guide

Doctors of BC maintains and publishes the Doctors of BC Fee Guide on behalf of its members. The Fee Guide lists the services insured by the Medical Services Plan (MSP) and provides recommended private fees for Non-MSP insured services. The Fee Guide is a key reference tool for new members.

Fee Guide features

- Search by keyword or fee code number.
- Download or print sections of the Guide.
- Read Fee Guide Revisions and Updates, which are posted monthly

Physician access

Online at doctorsofbc.ca/fee-guide.
Login to our website with your member username and password.

MOA access

Online at doctorsofbc.ca/moa.
Login to our website with the username **moadoc** and password **Doctorsofbcmoalogin**.

Helping you understand the intricacies of billing and **supporting you** through audits.

While most physicians may go their entire careers without being subject to a MSP billing audit, when an audit does occur it can be a stressful, disruptive, and overwhelming experience. One way to significantly reduce the risk of being audited is to have a good understanding of the Fee Guide, the rules, and the supports available to you.

Doctors of BC staff are here to help lower your risk of an audit and, should it happen, provide you with information on what to expect throughout the audit process.

Learn more

Audit and Billing

Tara Hamilton - email thamilton@doctorsofbc.ca or call **604 638-6058**.

Fee Guide

Email economics@doctorsofbc.ca or call **604 736-5551** (option 4) or **1 800 655-2262** (ext. 1002).

Business Cost Premium (BCP) eligibility & registration

Learn more

Note for rural physicians: To align with the Business Cost Premium (BCP), the Joint Standing Committee on Rural Issues (JSC) introduced the Rural Business Cost Modifier (RBCM) to support physicians who reside and practice in rural communities. Rural physicians will receive an increase to their quarterly Rural Retention Program (RRP) flat fee payment disbursed via their Health Authority on behalf of the JSC. For a full list of Rural Subsidiary Agreement (RSA) communities and the corresponding flat fee/RBCM payment amounts please [click here](#). To learn more about the suite of BC programs available to support rural physicians, residents and students please refer to the [BC Rural Physician Guidebook](#).

If you have a query about the Business Cost Premium, email economics@doctorsofbc.ca.

Help with the **rising costs** of your **community-based** office

Since April 1, 2020, eligible physicians have been able to receive the Business Cost Premium (BCP) on MSP fees for Consultation, Visit, Counselling, and Complete Examination services, to help cover the rising rent, lease, or ownership costs of a community-based office. The 2022 Physician Master Agreement (PMA) expanded the BCP to apply to fees for all services provided by physicians regardless of the healthcare setting where the services are delivered, subject to conditions. Although the changes haven't been implemented yet, physicians are advised to prepare for the expansion by following the steps outlined on the [Business Cost Premium](#) web page.

Further information regarding eligibility, conditions, and registrations, can also be found on the [Business Cost Premium](#) web page.



ClubMD

Exclusive deals from
brands you trust.



ClubMD, in partnership with Venngo MemberPerks, connects you with premium discounts on top brands. Access deals for practice supports, dining, travel, electronics, and wellness—all customized to your location through an easy-to-use app and website.

Save time, money, and effort with seamless access to exclusive perks—all in one place.

Learn more

Visit us at doctorsofbc.ca/club-md for more information and subscribe to our monthly e-newsletter at doctorsofbc.ca/account/subscriptions.



Wireless, home services, and in office phone plans

Getting and staying in touch.

Learn more

For more information, visit doctorsofbc.ca/telus or contact our office directly at telusinfo@doctorsofbc.ca or call **604 638-2898**.

Wireless and Home services:

As a Doctors of BC member, you are eligible for direct discounts with TELUS, through the Exclusive Partner Program (EPP). Discounted mobility data plans are available at 10%-30% off consumer pricing. Enjoy exclusive hardware discounts on a wide range of current mobile devices. Savings are also available for home phone, TV and internet.

In-office phone plans:

Expedited service and connectivity to TELUS phones, internet, and VoIP services for your clinic.





BC Medical Journal

Communicating knowledge, building Connections.

The *BC Medical Journal* is Doctors of BC's general medical journal. The only provincial medical journal in Canada, the *BCMJ* publishes clinical articles, essays, and letters written by BC doctors, as well as regular columns about practising medicine in BC, and offers classified and display advertising opportunities.

Clinical content, essays, and letters are peer reviewed by an **Editorial Board** comprising an editor and seven physician board members from a diverse range of backgrounds and specialties. Clinical content is also externally peer reviewed.

Learn more

To read the journal online and learn more about how to submit articles, letters, and other content, unsubscribe from print, or place an ad, visit bcmj.org.

The journal strives to amplify physicians' voices, opinions, research, and news, and provide an independent and inclusive forum to share ideas. A print subscription is included with a Doctors of BC membership.

Alternatively, readers can choose to receive the BCMJ Headlines e-newsletter, with links to the online version of each issue.

Contact us

We're happy to assist Monday to Friday from
8:30 a.m. - 4:30 p.m. (Pacific time)

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