

Thrive in BC: Resources and supports for new-to-province physicians

March 11th, 2026

doctors
of bc

Housekeeping



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Land Acknowledgement

Doctors of BC humbly acknowledges the traditional territories of First Nations within British Columbia and that our offices are situated on the unceded territories of the x̣ẉṃə̣θ̣ḳẉə̣ỵəm (Musqueam), Sḳẉx̣ẉụ́7̣mesh (Squamish), and sə̣ḷiḷẉə̣ṭə̣ł̣ (Tseil-Waututh) Nations. For Doctors of BC, acknowledging the traditional territories is an expression of cultural humility that involves recognizing our commitment to support the provision of culturally safe care to First Nations, Inuit, and Métis people in BC.

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of bc**

Our commitment to Truth & Reconciliation

In alignment with the Declaration of Commitment — Cultural Safety and Humility in Health Services Delivery for First Nations and Indigenous people in BC, signed in 2019, Doctors of BC is committed to advancing truth and reconciliation across the profession. Physicians have a significant role to play, and Doctors of BC will continue to collaborate with First Nations, Inuit, and Métis communities to advance cultural safety in medicine. We are committed to developing a Truth & Reconciliation plan in partnership with Indigenous leaders that considers the historical role of the Association and profession, and the role we will play moving forward.



Agenda

- Welcome
- Physician Business Services
- Regional Advocacy
- Physician Health Program
- Family Practice Service Committee
- Specialist Services Committee
- Closing remarks
- Breakout room

Today's Speakers



Jeet Bains
Business Advisor
Vancouver Coastal
Physician Business Services



Jeevan Sangha
Regional Advisor &
Advocate
Vancouver Coastal
Regional Advocacy



Julie Longo
Manager, Clinical Services
Physician Health Program



Angie Chan
Vice President
Family Practice Services
Committee



Dr. Daisy Dulay
Specialist Services
Committee

Poll #1



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Physician Business Services

March 11th, 2026

Jeet Bains, Business Advisor



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Physician Business Services

1. Welcome and Introduction
2. Resource overview
3. Case study
4. Navigating the website
5. Regional Business Advisors
6. Billing Advisor
7. How to Join



Learning Objectives

- Offer insights into starting in practice and starting a business, managing its operations, and transitioning to BC.
- Explore the extensive resources and services offered that identify areas for enhancement in Business Fundamentals, Human Resources, Practice Management, and beyond.





What is Physician Business Services?

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Business Corner

April

20

2026

5:30 p.m. – 6:30 p.m.

Making Meetings Matter: Turning Lost Time Into Real Progress

[Read More](#)

May

11

2026

5:30 p.m. – 6:30 p.m.

Psychological Safety: The Foundation of Effective Teams

[Read More](#)



[Pay & Contracts](#) [Advice & Support](#) [Insurance & Benefits](#) [Advocacy & Policy](#) [About Us](#) [News & Events](#) [Q](#)

[Home](#) [Advice and Support](#) [Business Support](#) [Business Corner](#)

Business Corner

To help doctors access key tips and guidance on running a business, we've created a bank of resources, and have partnered with industry experts to provide a variety of educational events.

Upcoming events

Visit the [events calendar](#) for upcoming business-related events.

Articles and resources

Explore articles and recordings of past webinars.



OCTOBER 29, 2025 | BUSINESS CORNER

Artificial Intelligence: Supercharging your clinic's efficiency

[Read More](#)



OCTOBER 15, 2025 | BUSINESS CORNER

Recorded webinar: Building resilient medical corporations

[Read More](#)



JULY 2, 2025 | BUSINESS CORNER

Recorded webinar: Promoting physician mental wellness

[Read More](#)



Starting a Business

- ✓ Business Planning
- ✓ Financial Planning
- ✓ Incorporation
- ✓ Registrations
- ✓ Clinic Set-Up
 - ✓ Finding Facilities
 - ✓ Technology
 - ✓ Equipment

Starting In Practice

- ✓ Finding Practice opportunities
- ✓ Licensing and Enrolment
- ✓ Billing and Payment Models
- ✓ New to Practice Technology and Finance
- ✓ Professional Development and Learning Opportunities

Managing Your Office

Explore this section

Agreement Templates



Business Planning Toolkit



Contingency Planning



Grants and Funding



Human Resources Toolkit



Workplace Requirements & Information



Case study

- The initial Request was seeking support for transitioning to Canada from USA.
- After first meeting, the supports provided:
 - New BC Physician Onboarding Information
 - Reviewed Starting in Practice Section of our Website
 - Checklist for Opening a New Practice
- After doing some research and meeting for a second time –
 - Connected with University of British Columbia's Continuous professional Development (CPD)–
International Medical Graduate (personalized learning plans, Physicians Advisors)
 - Our Club MD services (lawyers on discounted rates)
 - Doctors of BC Insurance

Find us on the Website

The screenshot shows the 'doctors of bc' website. The top navigation bar includes 'Contact Us', 'Join Us', and 'Log in'. The main navigation menu features 'Pay & Contracts', 'Advice & Support' (circled in red), 'Insurance & Benefits', 'Advocacy & Policy', 'About Us', and 'News & Events'. A search icon is also present. The 'Advice & Support' dropdown menu is open, listing 'Business Support', 'Doctors Technology Office', 'Physician Health Program', and 'Practice Supports'. The 'Business Support' item is highlighted in blue, and its sub-menu is visible, containing 'Business Support Overview', 'Business Corner', 'Starting in Practice', 'Starting a Business', 'Managing Your Office', and 'Closing Your Practice'. On the left side of the dropdown, there is a description: 'Advice & Support' followed by 'Access physician, business, and practice supports.' and an 'Overview' link with a right-pointing arrow. At the bottom of the dropdown, there is a light blue bar with a right-pointing arrow icon and the text 'Browse resources to help you start your practice.', and a close icon (an 'X' in a circle) on the right.

Business Advisors



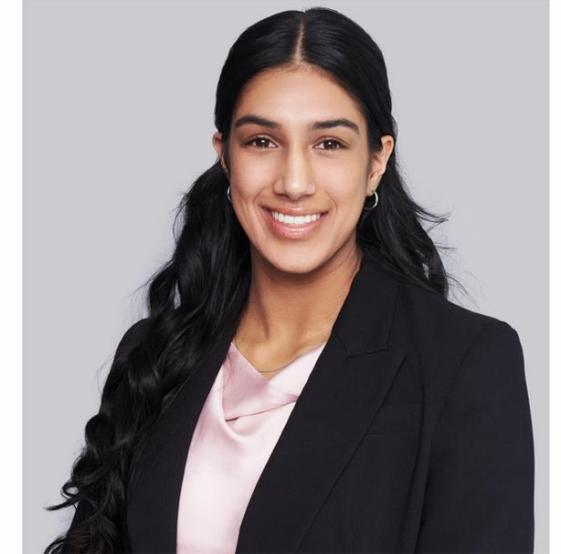
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Billing Advisor



Collin Croft
Billing Advisor
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- ✓ Provide Billing educational opportunities to physician groups
- ✓ Create Fee-for-service billing resources
- ✓ Support Sections on complex Fee-for-service Billing concepts

business.services@doctorsofbc.ca

Join Us

- Continued Medical Education
- Canadian Medical Protective Association rebates
- Club MD/Venngo discounts
- Telus Mobility Home & Office Services
- MD Financial Management & Scotiabank Healthcare

The screenshot shows the 'Join Us' page on the Doctors of BC website. At the top right, there are links for 'Contact Us', 'Join Us' (circled in red), and 'Log In'. Below the navigation bar is the 'doctors of bc' logo and a menu with items: 'Pay & Contracts', 'Advice & Support', 'Insurance & Benefits', 'Advocacy & Policy', 'About Us', 'News & Events', and a search icon. A breadcrumb trail shows 'Home > Join Us'. The main heading is 'Join Us', followed by a paragraph: 'By joining Doctors of BC, you join a vibrant community of physicians who stand together as a force for positive change for our health care system. Working together, we make a difference for doctors, so you can make a difference for your patients.' To the right is a photograph of two people shaking hands in a professional setting, with a red rectangle obscuring the bottom right corner.

Questions?

Contacts

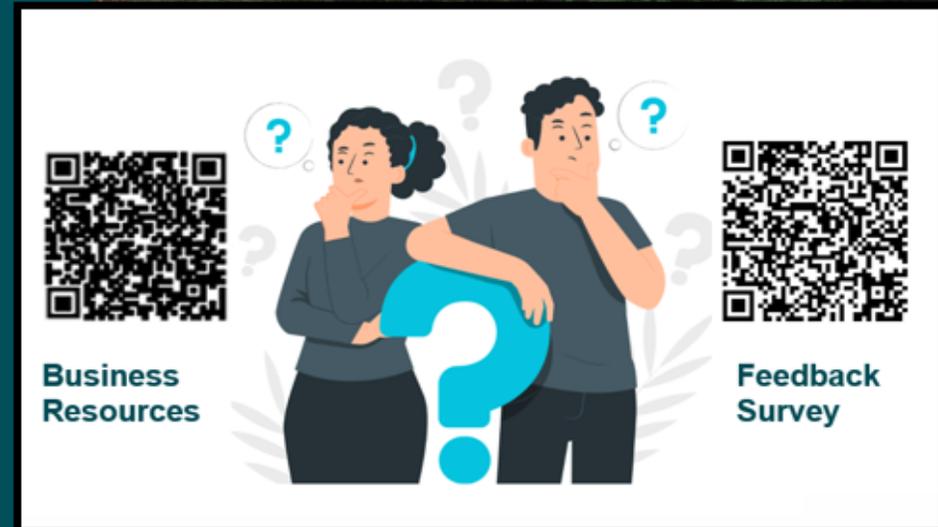
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A healthcare professional in blue scrubs is measuring a patient's blood pressure. The patient is seated and wearing a blue long-sleeved shirt. The healthcare professional is standing and holding a blood pressure cuff on the patient's arm. The background shows a clinical setting with a computer monitor and some posters on the wall. There are three teal-colored rectangular overlays: one on the left side containing the text 'Poll #2', one at the bottom center, and one at the bottom right containing the text 'doctors of bc'.

Poll #2

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Regional Advocacy

Presented by: Jeevan Sangha
March 11, 2026

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What we do

Advocate



- Physician Discipline
- Respectful Workplace
- Local/Regional/Provincial Issues
- Physical & Psychological Safety

What we do

Advocate



- Physician Discipline
- Respectful Workplace
- Local/Regional/Provincial Issues
- Physical & Psychological Safety

Inform



- PMA Questions
- Contract Options
- HA Engagement Survey
- DoBC Initiatives

What we do

Advocate



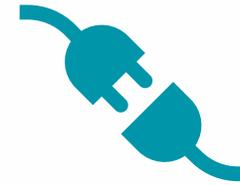
- Physician Discipline
- Respectful Workplace
- Local/Regional/Provincial Issues
- Physical & Psychological Safety

Inform



- PMA Questions
- Contract Options
- HA Engagement Survey
- DoBC Initiatives

Connect



- Doctors of BC Insurance Team
- Negotiations Support
- Physician Health Program
- Audit & Billing

RAA Case Examples



Reviewing Contracts Before or After Signing

"I was excited to start and signed my contract right away before my move — I didn't realize I should have Doctors of BC review it first – what should I do?"

Understanding Payment Models (FFS, LFP, NTP)

"I thought LFP and FFS were basically the same. It wasn't until I started billing that I realized how different the requirements are."



Using DoBC Data Sharing Agreement Templates

"I am moving clinics and I was never asked to sign a data-sharing agreement — how will I bring my patients along now? I wish I had known there were templates available."

Connecting to Local Supports (Divisions, JCC, SSC, Shared Care)

"I felt professionally isolated at first. Once I connected with my local Division and Shared Care, things became much easier."

RAA Case Examples



Reviewing Medical Staff Rules & Bylaws

"I didn't read the Medical Staff Bylaws closely — later I found out I had specific on-call and committee obligations I wasn't prepared for."

Understanding Membership Benefits & Dues

"I wasn't sure what my membership dues actually covered until I needed support — then I realized how much was available."



Accessing Billing Supports

"My first few months of billing were overwhelming. The cheat sheets and MSC resources would have saved me hours of stress."

Accessing Wellness Supports (Physician Health Program)

"I didn't think I needed wellness support — until I was completely burned out. I wish I had reached out to the Physician Health Program sooner."

Regional Advocacy Team



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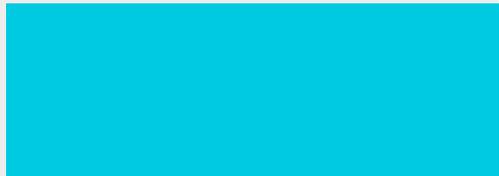
PHSA

cstrang@doctorsofbc.ca

Physician Health Program

physicianhealth.com

1 800 663-6729



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of **bc**

Physician
+Health
Program

Our Vision

To support a healthy, empowered physician community and be a trusted service in times of need.

Our Mission

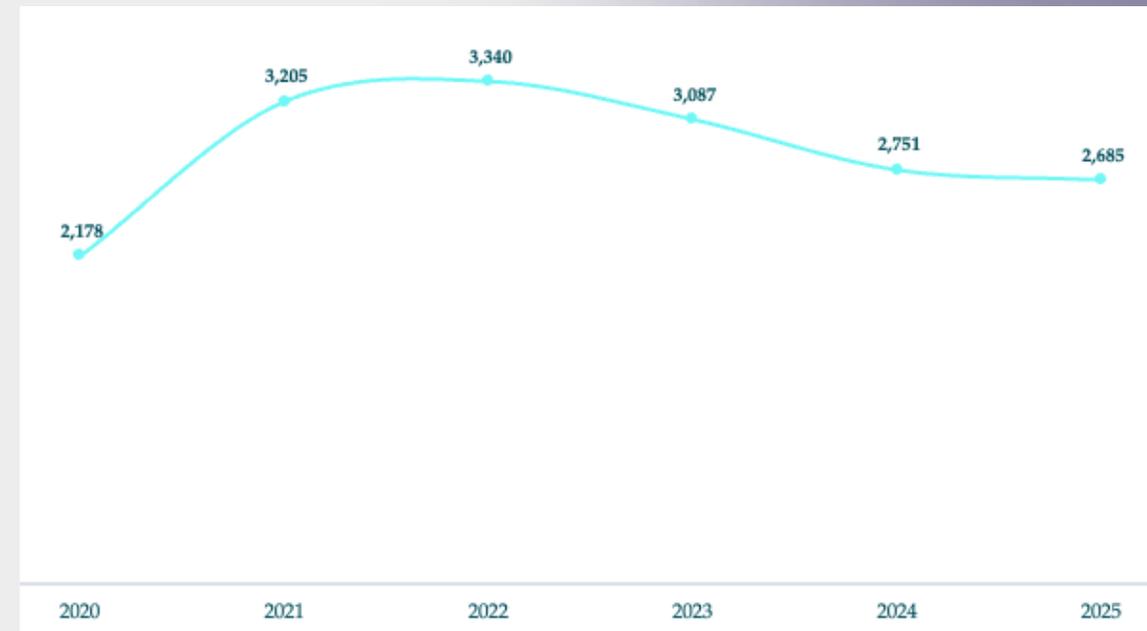
To care for the health of BC physicians, medical learners and their family members by providing confidential, accessible services and by collaborating with physician health partners.



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**Physician
Health
Program**

Number of Active Clinical Cases per Year



Snapshot of PHP in 2025

Number of
Cases Supported
by PHP

2,685

Family Doctor
Connections

847

Physician Peer
Support
Consultations

429

Average case
duration (days)

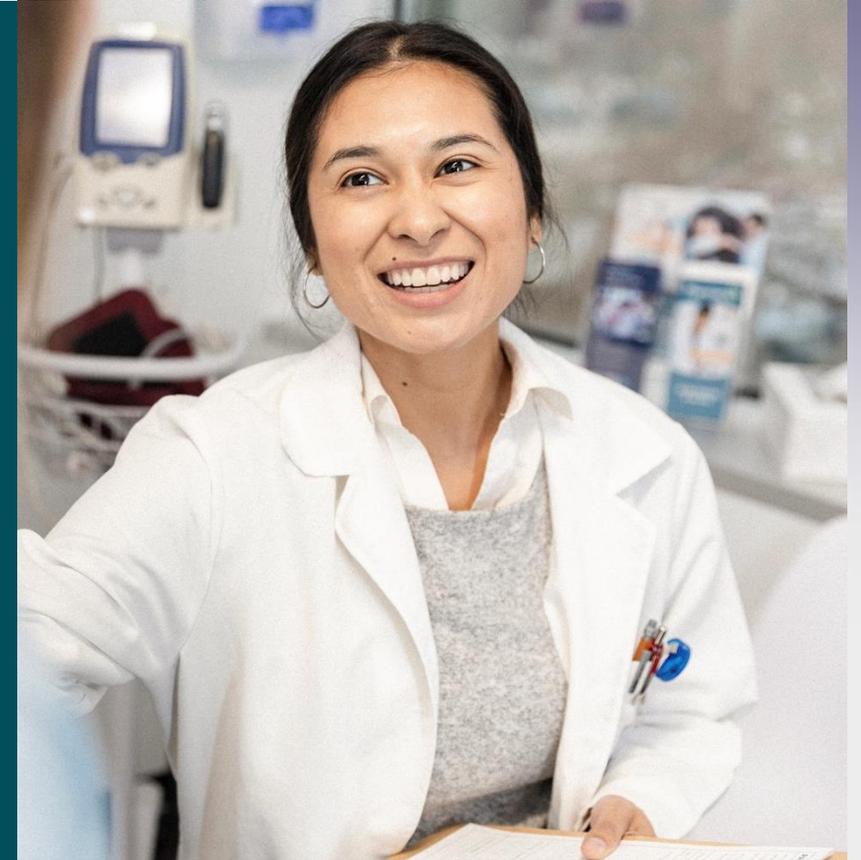
345

Top 5 Reasons Physicians Reach Out

- Anxiety and stress
- Marital/partner relationship issues
- Occupational stress/burnout
- Anxiety, depression, mood, and other mental health disorders
- Other mental health challenges

"I found it scary to acknowledge how large an issue my anxiety had become and I struggled to overcome the initial impulse to try to work through it on my own. In retrospect it was absolutely 100% necessary to contact PHP and I would not be back to medical training without the support network the PHP connected me to."

- Resident Physician



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Physician
Health
Program

Our Services



24/7 Helpline

Call for crisis support and accessing our other services



Counselling

Connect with a licensed Clinical Counsellor who is experienced in helping physicians



Physician Support

Connect with a physician peer who understands in a 1:1 or group setting



Community Referrals

Connect with specialized coaches, therapists, and community specialists

"The whole process was speedy and efficient but, most of all, I was impressed by the kindness and empathy of the clinical coordinators and intake physician. I would encourage any physician who is suffering to contact the PHP - there is much to gain and nothing to lose."

- Late Career Physician

Our Services



Concerned Colleagues

Receive advice for helping your physician colleague get the support they need



Return to Work/School

Receive support, coaching and planning to transition back to work/school after a leave



Primary Care Connection

Get connected with your own personal primary care provider



Consultations

Receive one-time psychiatric consultations by our in-house psychiatrist and occupational health consultations

"Reaching out to the PHP has been the best decision I have taken during this difficult time. I was offered so many resources, and I was able to choose what was appropriate for me. The PHP has accompanied me during the whole process of medical leave, helping me deal with my disability insurance claim and the negotiation for ending my contract, and has connected me with medical support and therapy sessions."

- Early Career Physician

Group Services

447
Group
Participants



BIPOC Peer Support
Group



CBT Skills for
Physicians & Residents



CBT for
Insomnia

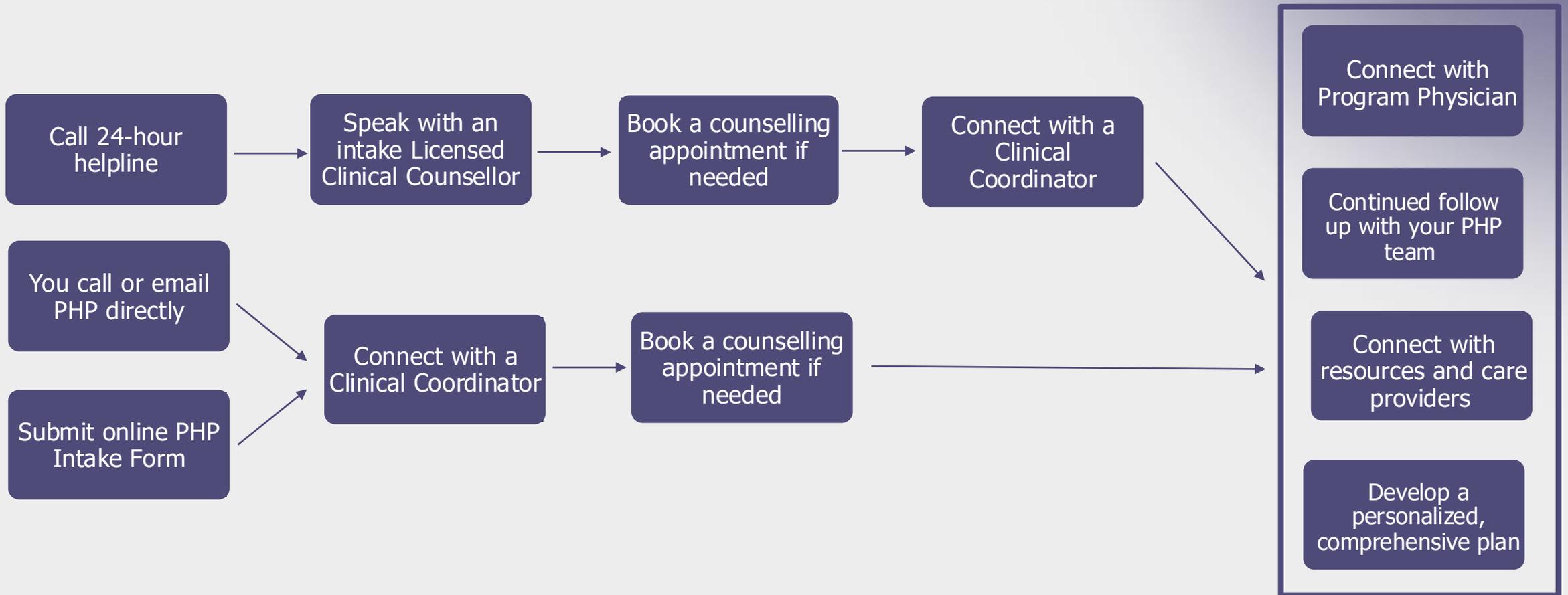


Executive Function
Groups



Raising
Resilient Kids

What happens when you call PHP?



Other PHP Wellness Initiatives

- Provincial Peer Support Initiative
- Physician Wellness Network
- Wellness Workshop Suite (coming soon!)



Key Messages

- PHP is confidential - we do NOT receive funding from the College
- We are experts in physician health
- Call us early – don't wait until rock bottom to call us
- You can call us anonymously
- Concerned about a colleague? Call PHP
- Our services are free



Contact

Kindly contact us if you need support or have any questions.

- **24/7 help:** 1 800 663-6729
- **Office:** 604 398-4300
- **Email:** info@physicianhealth.com
- **Website:** physicianhealth.com

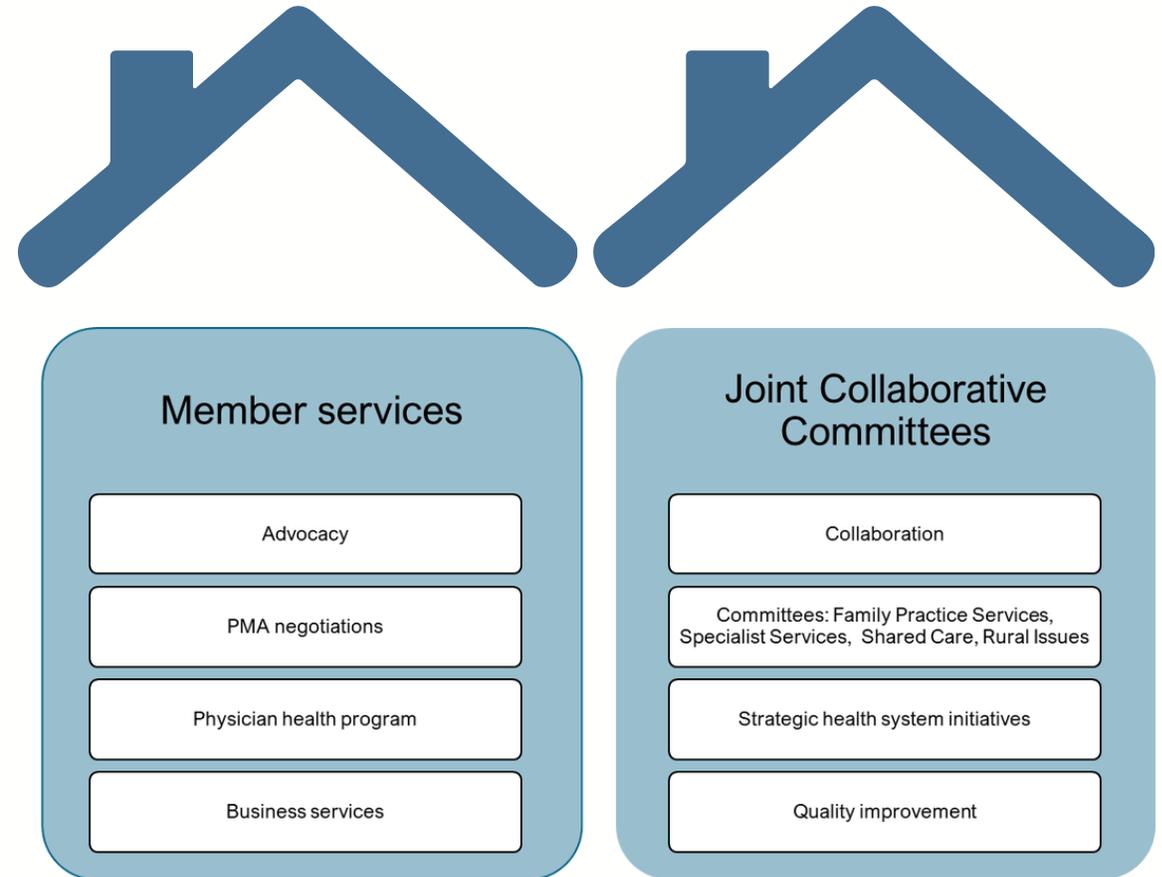


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Physician
Health
Program

The duplex house of Doctors of BC

A shared house analogy helps clarify DoBC unique roles between membership support and system-level partnerships.



Background

The logo for the Joint Standing Committee on Rural Issues (JSC) features the letters 'JSC' in a large, bold, grey sans-serif font.

JOINT STANDING COMMITTEE
ON RURAL ISSUES

Joint Standing Committee on Rural
Issues (JSC)
2001

The logo for the Family Practice Services Committee (FPSC) consists of four colored squares: a blue square with 'F', an orange square with 'P', a green square with 'S', and a grey square with 'C'.

Family Practice Services Committee

Family Practice Services Committee
(FPSC)
2002

The logo for the Specialist Services Committee (SSC) features the letters 'SSC' in a blue, stylized font where the 'S's are connected.

SPECIALIST SERVICES
COMMITTEE

Specialist Services Committee
(SSC)
2006

The logo for Shared Care Partners for Patients features the text 'SharedCare' in a grey sans-serif font, with 'Shared' in grey and 'Care' in orange. To the right is a stylized icon of two overlapping shapes, one light green and one grey.

Partners for Patients

Shared Care Committee (SCC)
2006

FPSC Purpose

- **Mission**

Improve access to quality, comprehensive primary care services across BC communities by strengthening longitudinal family practice as the foundation of an integrated networked system of care

- **Vision**

Patients and populations in BC can access primary care that effectively meets their needs

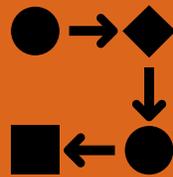
Key Supports

- Practice Support Program (PSP)
- Doctors Technology Office (DTO)
- Health Technology Platforms:
 - Health Data Coalition (HDC)
 - Pathways
- Divisions of Family Practice
- Physician Payments

Practice Support Program (PSP) and Doctors Technology (DTO) Services



Enhance
use of
Health
Technology



Optimize
clinic
workflows



Integrate
team-based
care



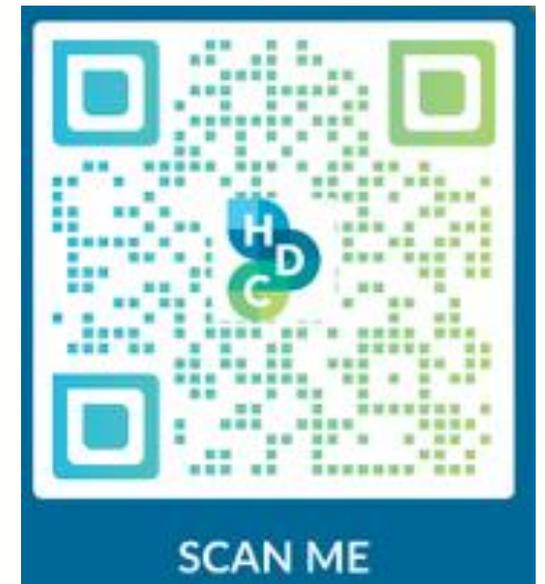
Effectively
manage
patient panel



Assist with
security
standards &
best
practices

Health Data Coalition (HDC)

- Transforming EMR data into actionable insights to use for quality improvement.
- View, share, and compare the ever an ever-growing number of relevant clinical measures with colleagues
- This context and information means you can proactively manage care
- www.hdcbc.ca



Pathways

- An online resource for BC clinicians that helps you:
 - Find specialists and community programs
 - Access current and specific referral information
 - Discover clinical resources and decision tools
 - Reduce admin time and improve appropriateness of referrals



Scan to learn more

To receive access, visit:
pathwaysbc.ca
and click 'Request
access'

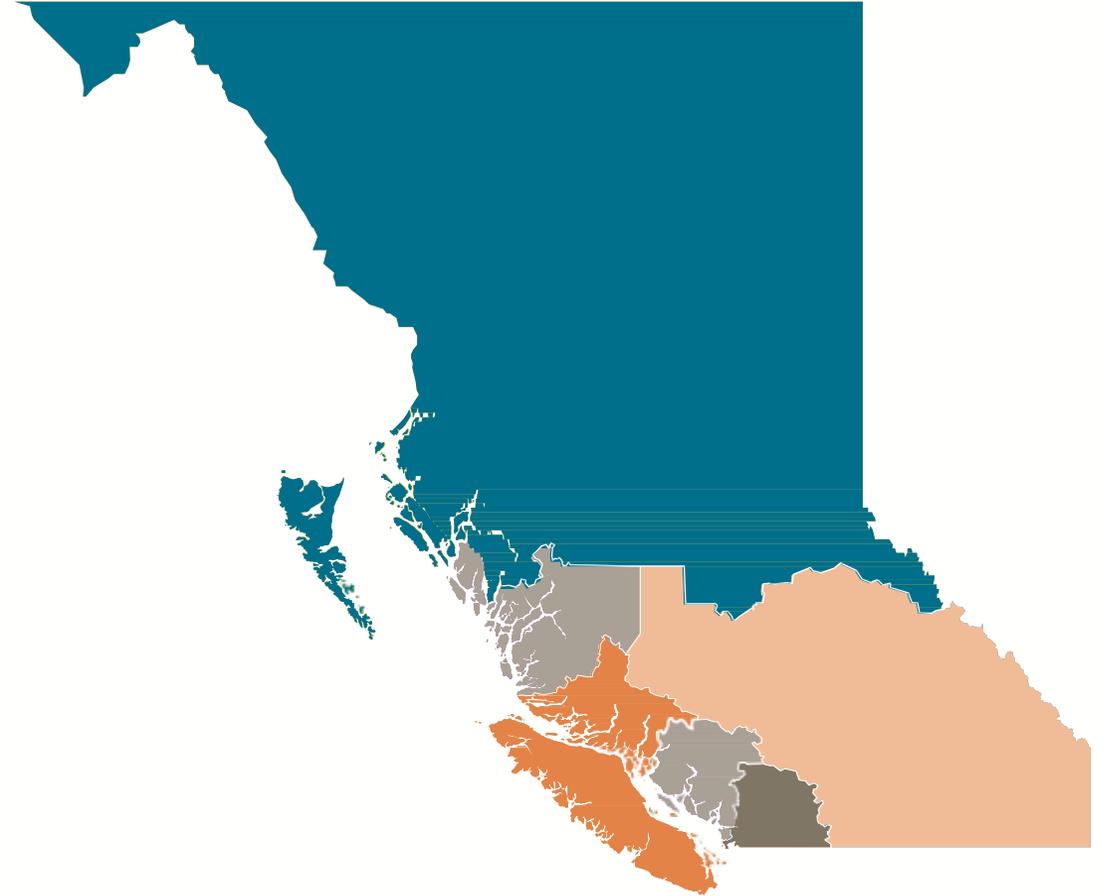


Divisions of Family Practice

An FPSC initiative

- Community-based groups of family physicians working together to achieve common health care goals in their communities, with the goal of improving patient care.
- Divisions work collaboratively with community and health care partners, at the community, regional and provincial levels to:
 - Share the voice of family physicians
 - Increase family physicians' impact
 - Influence on health care delivery and policy.
 - Working collaboratively with other health care providers and community groups, to develop local health care solutions

There are
36 Divisions
representing
more than
230 communities
across BC



Key Roles & Contributions:

- Strategic guidance to develop, implement and improve primary care within their communities by guiding local initiatives, improving physician recruitment and retention, enhancing cultural safety and humility, increasing patient access, coordinating emergency responses, and strengthening team-based care through Primary Care Networks.

The success of Divisions is contingent on the meaningful engagement with their members and commitment to collaboration with their partners.

Mentoring Coming Soon

Physician Mentorship Program:

- 1:1 Physician mentorship
- Supportive peer network

Focus areas:

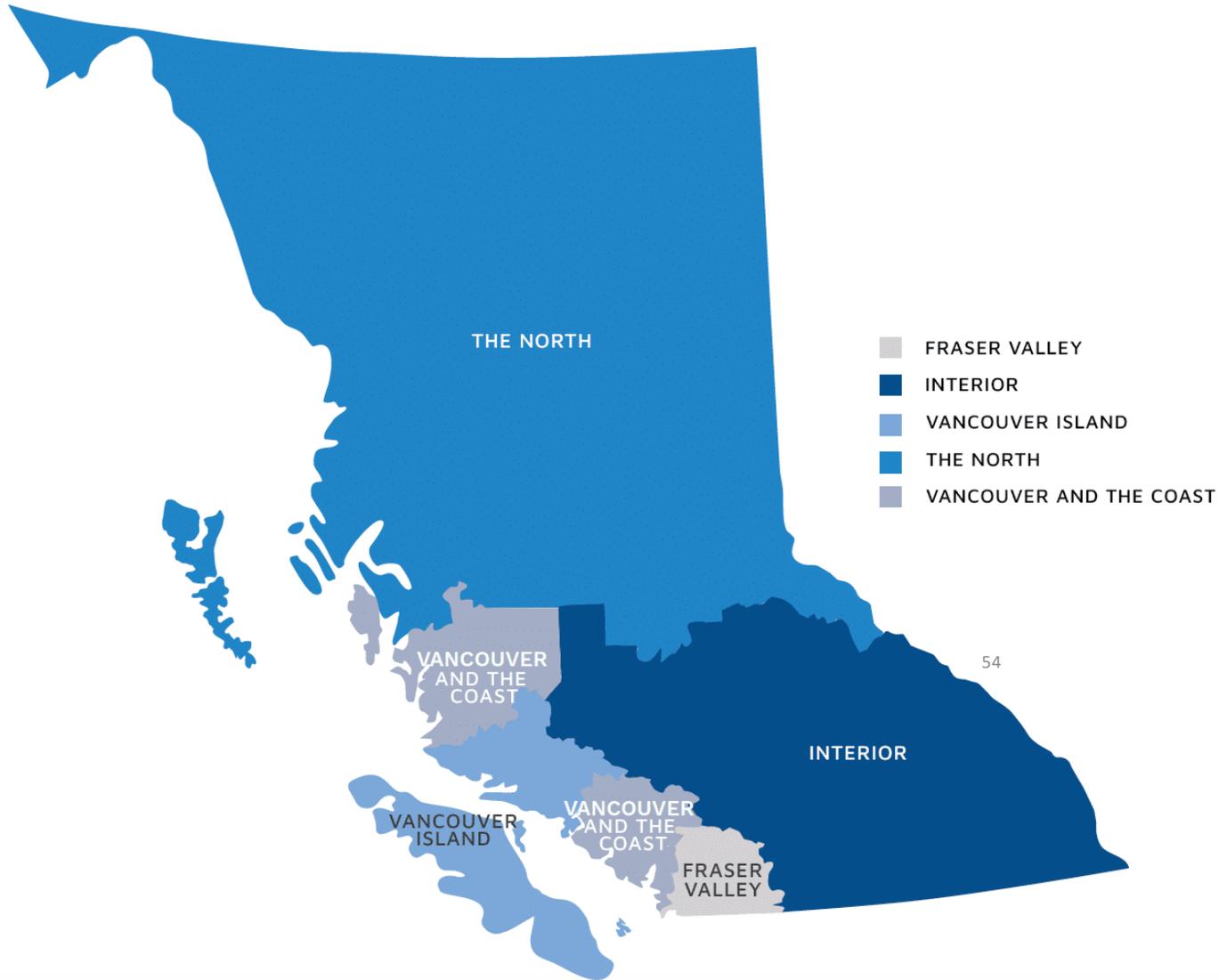
- Maternity care
- Long-term care
- Inpatient care
- Longitudinal, comprehensive care

Physician Payments and Billing Support

- Various physician payments to stabilize and strengthen full scope longitudinal family practice
 - See website for further details
- Direct billing support
- Billing education resources

Contact Us

- Submit a request via our Central Intake form found on the PSP website at www.PSPbc.ca.
- Email us:
- fpbc@doctorsofbc.ca
- PSP@doctorsofbc.ca
- dtoinfo@doctorsofbc.ca
- divisions@doctorsofbc.ca
- fpbilling@doctorsofbc.ca



SPECIALIST SERVICES
COMMITTEE

Practical Supports for New Specialists

Providing supports and resources to
new to BC Specialists

Personal Experience Entering Practice in British Columbia



55

Moved to BC in 2010 to start practice

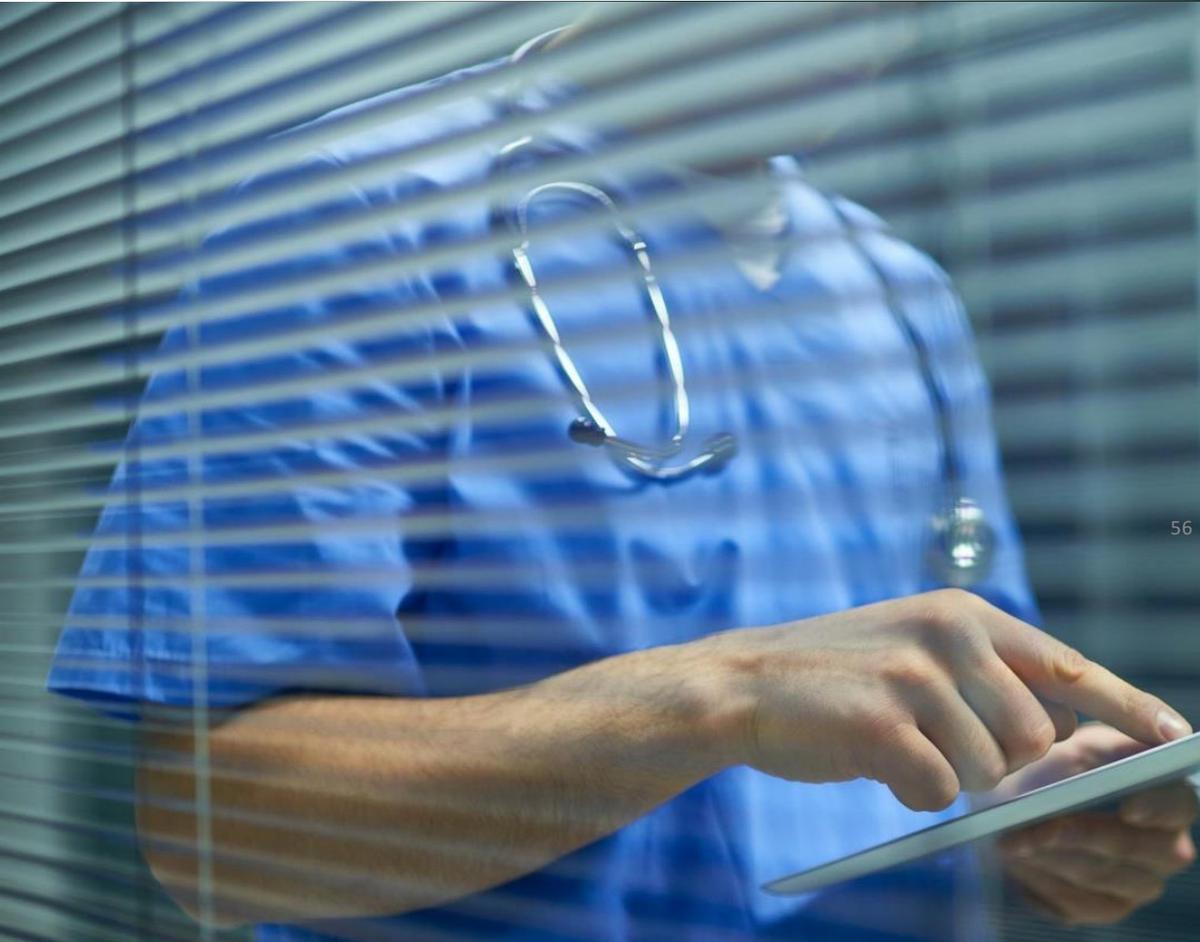
Pregnant and new to the province

Didn't know the system, the hospitals, or many colleagues

Quickly realized learning how the system worked was as challenging as the clinical work

Connection and support make the biggest difference.

Challenges Faced by New Specialists Entering the BC Healthcare System



New physicians often need to navigate:

- New hospital systems and workflows (EMR, Pharmanet, CareConnect, Special Authority)
- Referral pathways and clinical networks
- Billing and administrative processes
- Health authorities and physician organizations
- Building professional and personal support networks locally and based on specialty

Why communication about support matters

When physicians are new to a system, knowing where to turn for help makes an enormous difference.

Clear communication about available supports helps reduce uncertainty and allows new specialists to focus on patient care while they settle into practice.

Strategic Framework 2025–2030

Our vision

SSC strives to improve access to quality, patient-centred, and culturally safe specialty care.

Our mission

To advance its vision, SSC provides supports and resources to:

ENHANCE SPECIALIST PRACTICE AND THEIR WORK ENVIRONMENTS

- Reduce administrative burdens and enhance joy in work
- Support full professional scopes of practice and team-based care
- Develop and improve processes for effective and efficient care
- Foster trust and relationships with practitioners, administrators, and patient partners to solve problems together

ENABLE SPECIALISTS TO BE CHANGE LEADERS IN THE HEALTH SYSTEM

- Support and develop physician leaders in formal and informal roles
- Develop quality-improvement skills, knowledge, and culture
- Foster opportunities for specialists and system partners to engage and address shared priorities at local, regional, and provincial levels

SUPPORT SPECIALIST CARE INNOVATION

- Provide resources for specialist-led clinic or facility-based projects that assess innovative approaches for improving care delivery
- Assess approaches for spreading specialist care-delivery improvements with system partners
- Foster the transition of proven innovation projects into the health system



Early Supports Available to Specialists



Specialist Practice Advancement (SPA)

Provides assistance to improve clinic operations, patient access, and workflow for new specialists.

Perioperative Clinical Action Network (PCAN)

Supports collaboration among perioperative clinicians to promote consistent practices and quality care.

Consultant Specialist Team Care (CSTC)

Encourages integrated, team-based patient management to strengthen coordination among care providers.

Benefits of Early Support

Engaging with these supports shortens learning curves, strengthens

Support Pathways for Improvement and Well-Being



Practice Quality Improvement (PQI)

Provides physicians with tools and coaching to test solutions and enhance systems.

Facility Engagement (FE)

Enables hospital physicians to engage in collaborative decision-making and address local clinical concerns.

Specialist Well-Being (SWELL)

Supports specialists' personal and professional health to maintain a resilient and effective workforce.

Accessible Support Pathways

Physicians can access structured support to drive change to help them, their colleagues, and patients.



SPECIALIST SERVICES
COMMITTEE

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**Dr. Daisy Dulay, SSC Physician
Co-chair**
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Website: sscbc.ca

Essential Takeaways for Physicians Entering Practice

The BC system can feel complex when you first arrive

You are not expected to navigate it alone

We are here to support specialists

Over time, physicians can also help shape the system through SSC programs

Indigenous Specific Anti-Racism and Cultural Safety

JCC Core Mandate

"Proactively address issues of Indigenous-specific racism in physician service delivery, strengthen the provision of culturally safe care and improve the care experience of Indigenous peoples"

For more information, contact the ISAR & Cultural Safety team: isar.edi@doctorsofbc.ca

JCC Learning & Development Opportunities

- ISAR & CS webinar series
- Community Based Experiential Learning Sessions
- Compassionate Leadership

JCC Networking Opportunities

- ISAR Community Practice (under development)
- Indigenous Clinical Care Circle

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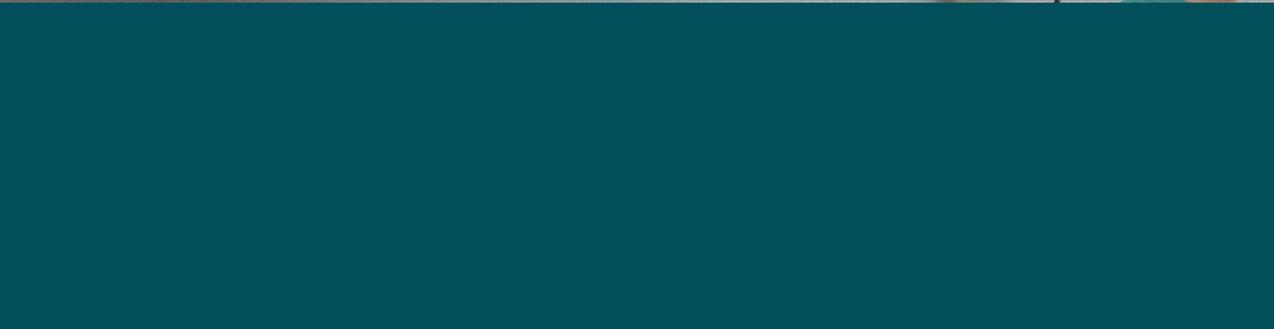
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