



NEW MEMBER WELCOME HANDBOOK

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Love where you work

OUR COMMUNITY



CENTRAL OKANAGAN | Your New Journey Starts Here

Welcome to the Central Okanagan! The Division of Family Practice is your gateway to meeting colleagues in the City of Kelowna, District of West Kelowna, Lake Country, and Peachland. For family doctors first arriving, you will find a collegial and diverse group of physicians who take practical steps to support each other and are highly committed to the quality of patient care.

WHAT WE LOVE:

- Escape from big city life but with all the amenities.
- Connection & support from other family doctors.
- Support from the CO Division.
- Outdoor activities (hiking, watersports, biking, etc).
- Great school districts.

DIVISION SUPPORT

The Central Okanagan Division is here to support you. Contact us anytime with any questions, comments or concerns, and our team will help!

members@codivision.ca



CENTRAL OKANAGAN DIVISION OF FAMILY PRACTICE

Formed in 2010, the Division is a co-operative governed by local family practice physicians who identify areas to improve care of patients with its members and work with partners towards solutions and results.

Vision: Excellence in care, vibrant communities, strong collaborative family medicine.

Mission: The Central Okanagan Division of Family Practice is a non-profit society governed by local family physicians who identify areas to improve care of patients and work with partners towards improving health in our community.

Values

- Quality and integrity in medical care
- Advocacy: for patients and for the role of the family physician as a key component of primary care
- Visionary planning
- Transparent communication
- Collaboration: among family physicians, partners, and patients

WHAT ARE THE BENEFITS OF BEING A MEMBER?

- **Collaborative Projects:** Access shared efforts and projects aimed at providing full-spectrum primary care.
- **Influence on Health Services:** Contribute to a greater impact on the organization of local and regional health services.
- **Professional Collegiality:** Experience enhanced professional collegiality and gain access to physician health and wellness programs.
- **Collaborative Environment:** Work in a collaborative environment for shared efforts related to recruitment, retention, retirement, locums, and mentoring.
- **Support for Complex Patients:** Seek support from colleagues in caring for complex or unattached patients.
- **Practice Support:** Receive strong practice support for programs and pilot projects.
- **UpToDate Subscription:** Enjoy access to a free UpToDate subscription, saving \$499.
- **Group Collaboration:** Opportunities for Central Okanagan family physicians to work together as a group.
- **Funding for Activities:** Each new member contributes to more funding for Division activities/initiatives.
- **Independence & Equal Partnership:** As a non-profit society, the organization is independent of the Ministry of Health and Health Authority. The Division is an equal partner with the Ministry of Health and Interior Health in determining the best ways to improve primary health care.



Member Supports

Don't see what you are looking for? Let us know what other supports, resources and services would be valuable to you.

Recruitment Retention Retirement

- Shared efforts for recruitment, retention, and retirement
- FP positions posted on Health Match
- FP:FP mentorship connections Locum Matching Program
- MOA recruitment and retention program

Human Resources

- HR supports
- Clinical toolkits
- New clinic support DoBC and PHSA clinic
- supports
- Local PSP connections

Member Benefits

- Pathways user key
- Public-facing clinic/physician web pages on Pathways Medical Directory
- Free subscription to UpToDate, Monthly member newsletter, Monthly locum newsletter
- Continuing Medical Education and networking events

Attachment

- Access to the provincial attachment system
- Health Connect Registry local coordinators help
- support patient attachment build a new patient-panel with ease
- One central in-take system

MOA Networks and Supports

- Local networking opportunities between clinics
- Annual education events
- Online repository of clinical resources and updates

Tech Support

- Phone systems
- Online booking
- Virtual care
- Clinic websites
- Interpreter services

Primary Care Network

- Connection to Central Okanagan Primary Care Network and team member education events
- Team based care lunch and learns
- Clinic check-ins

Long-term Care

- Connection to Central Okanagan Long Term Care initiative 5 best practices
- Quarterly incentives
- Acceptance Fees
- Bi-annual surveys
- Bi-annual member events Road shows



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INTERIOR HEALTH SERVICES



Interior Health Authority

IH is a regional health authority providing direct and contracted health services including primary, secondary, tertiary and quaternary care, home and community care, mental health services, population and preventive health and addictions services

Community Care

Community Medicine

Diabetic Care

Kelowna General Hospital

Maternity Care

Mental Health And Addictions Services

Palliative Care And Hospice Services

Radiology (Diagnostic And Therapies)

Rehabilitation Services

Long Term Care

Seniors' Services

Speech Language Services For Children 0-5 Yrs

Interpreter Services (PHSA)

Outreach Urban Health Centre

Rutland Aurora Health Centre (RAHC)

Urgent Primary Care Centres (UPCC)

Foundry

Kelowna Medical Imaging

Valley Medical Laboratories

To learn more about IH locations and services, please refer to the directory: www.interiorhealth.ca/locations



Division Member Access

Divisions BC website, members-only side:

divisionsbc.ca/central-okanagan

- Our Division team will send you your username and password.
- The Divisions BC website is your access point to UpToDate.

Central Okanagan Division Website, members-only side:

- Create an account by going to our website and completing our Membership application form. Our team will create your account, and you will have full access to the members-only side.
- The members-only side contains information for members including: Division recruitment services, division programs, upcoming events, board and staff contact information, etc. It also has a 'members forum' where members can post/respond to questions, have discussions, and develop community connections.

UpToDate account:

- UpToDate is an award-winning online clinical decision support resource, available to Divisions of Family Practice members for use in individual practices at no cost to the individual physician.
- If you have any trouble logging in or have any questions or concerns, please do not hesitate to reach out to us. Log into your Divisions BC account and use the UpToDate portal button at the top of the web page to access UpToDate. Please be sure to use it on your desktop or your phone but login via your desktop at least once every 90 days to confirm your affiliation with Division so that your account stays active.

Divisional Digest Monthly Division newsletter:

- Content: CME reminders, Updates, Division Programs, Clinical information
- Format: A monthly, brief, e-newsletter with short summary information. Each content item has a "read more" button which will direct members to the full article on our Newsletter Archive Website: divisionarchive.com

Pathways BC

- [Pathways](https://pathwaysbc.ca) is an online resource that provides physicians and their office staff quick access to current and accurate referral information, including wait times and areas of expertise for specialists and specialty clinics. Pathways also provides access to hundreds of patient and physician resources, a searchable community service directory and a medical care directory.
- For Pathways access please email: codfp@pathwaysbc.ca



Division Programs

Find a Family Doctor: Health Connect Registry

- Our Division is working with the provincial program called the “Health Connect Registry” to attach patients with a family physician in their local area. Patients can go to the HealthLink BC website or phone 8-1-1 to join the waitlist for a practitioner. When one becomes available patients will be contacted.
- Physicians who have space for new patients can contact the Division at members@codivision.ca to let us know how many patients they wish to accept.

MOA Recruitment and Retention

- This program, initiated in late 2021, aids in recruiting and retaining MOA staff by managing the hiring process. It involves our staff posting MOA job listings on platforms like Indeed, reviewing resumes, conducting screening interviews according to office needs, and providing members with access to screening notes, offer letters, and HR onboarding materials.

Invites to Division CME's

- CME's are held approximately 6 times per year via zoom or in-person. In-person events allow for Physician networking over dinner before guest speakers present.

Long-Term Care Initiative

- 5 best practices: **1** - 24/7 availability and on-site attendance, when required; **2**- proactive visits to patients; **3**- meaningful medication reviews; **4**- completed documentation; **5**- attendance at care conferences.
- quarterly incentives; acceptance fees
- LTC after-hours call system - switchboard

Division Primary Care Network

A Primary Care Network (PCN) is a network of healthcare clinicians working with patients and families as a team to support their health care needs and to deliver medical care beyond what the traditional Canadian family practice model has offered. In addition to patients, the Central Okanagan PCN team is made up of family physicians, nurse practitioners, registered nurses, occupational therapists, social workers, registered dietitians, physiotherapists, pharmacists, and others.

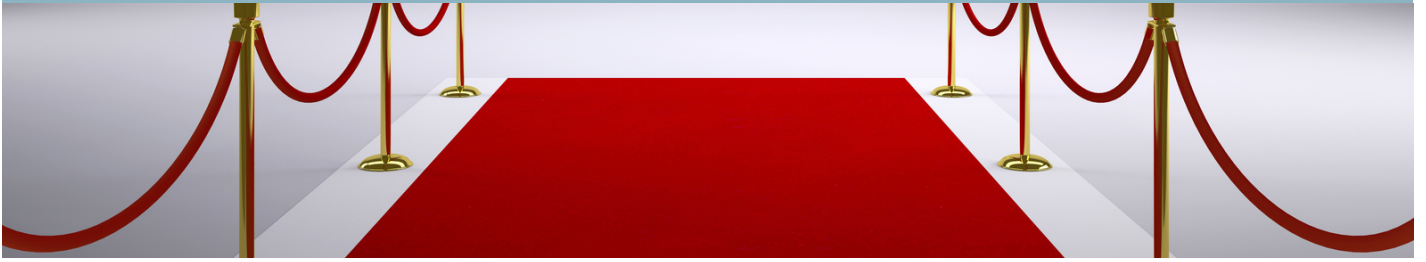
PCN Supports Include:

- Clinic nurse coordinators
- Registered dietitians
- Indigenous care coordinators
- Occupational therapists
- Perinatal social workers
- Physiotherapists
- Primary care clinical pharmacists
- Social workers

[Click Here](#) to learn more.



RED CARPET WELCOME



Division “Red Carpet” Welcome

We want to make relocating to the Central Okanagan seamless and stress-free, which is why we have our Red Carpet Welcome program. Our staff will help you with everything from finding a realtor, looking at different school options for your children, helping your spouse find a job, and finding the perfect clinic to suit your professional needs.

Program highlights:

- **Airport Pickup:** We can pick you up when your flight lands and take you to your hotel or accommodations.
- **Accommodations:** If FP is international we can help you and your family find a place to stay.
- **Discovery Meeting:** Conducting initial meetings to get to know the new physician and what they are looking for in a clinic.
- **Clinic Tours:** Introducing new physicians to clinics within the community
- **Community Showcase:** Set up local activities and showcase the community
- **Relocation Support:** Once an FP lands we help you with:
 - next steps to move here
 - make connections to local realtors, car dealers, etc.
 - tour rental homes if needed and do virtual walk throughs
 - help make local connections for your spouse to make finding a job easier
 - help you navigate the local school district to get your kids on the list
 - etc
- **Mentorship Support:** Connect with local mentors and other FP's who have recently moved from the same province or country.
- **Community Integration:** Make family connections between FP's that have kids of similar ages and interest.
- **After Hours Support:** Responding to inquiries "after" hours (24/7 support)
- **Above and Beyond:** Anything the FP needs to help them with the relocation to support to the individual and/or their family.



Doctors of BC

Opening a practice checklist

- business considerations
- registration requirements
- location planning
- staffing
- financial planning
- technology
- furniture and equipment
- supplies
- insurance

Essential technology for doctors in BC

- CareConnect
- PharmaNet
- UptoDate - free subscription via Division
- Expellers (LifeLabs)
- Teleplan
- Division Member portal
- Pathways

Starting a Business

- General Resources for starting a business H
- How to write a business plan
- learn how to incorporate your business
- Get started with the CRA
- legal and financial services
- set up your space

Business Pathways

Focuses on supporting doctors in navigating the operational side of managing a business.

Managing Your Practice

Doctors of BC provides information and resources to support members at every stage of practice – from start-up throughout the life of the practice.

Doctors Technology Office

One-stop shop for your health technology support needs.

CMA Joule - Practice Management

Office Set Up Checklist

Key Contract Points - Group Practice

Principles of Interest-Based Negotiation

Staffing Do's and Don't's

Division of Family Practice - Business Support

Internet - free through DoBC Private Physician Network (PPN)

To sign up email: PHSA Private Physician Network Administrator: ppnadmin@phsa.ca

Office Supplies

Staples
Mills

Clinic Supply Vendors

Stevens
Henry Schein

Furniture

Waiting room and exam room chairs, desks, reception chairs, tables:

- Total Interiors
- Hub Office Furniture
- Heritage Office Furnishings



Practice in BC Toolkit

The Practice in BC interactive guide outlines the key steps to be eligible to practice as a general practitioner (GP) in British Columbia, Canada. If you are an undergraduate student, medical student, a Canadian medical graduate, an international medical graduate, or a Canadian studying abroad **Practice in BC** is your guide.

Transition Into Practice Guide

Entering professional practice is an exciting time. For family medicine residents and those who teach, June is a time of transition. BC Family Doctors has developed a **guide** for residents and new-to-practice physicians that provides practical information about making this transition, including an overview of financial, legal and administrative matters.

Contract Options: Alternatives to Fee-For-Service Model

The BC Ministry of Health has introduced a number of new **contract options** for BC's physicians. They provide more choices for established and new-to-practice family physicians who want to move away from Fee-for-Service (FFS) and practice in a different way. More information from the B.C. government regarding contract options can be found **here**.

Welcome BC: Newcomers Guide

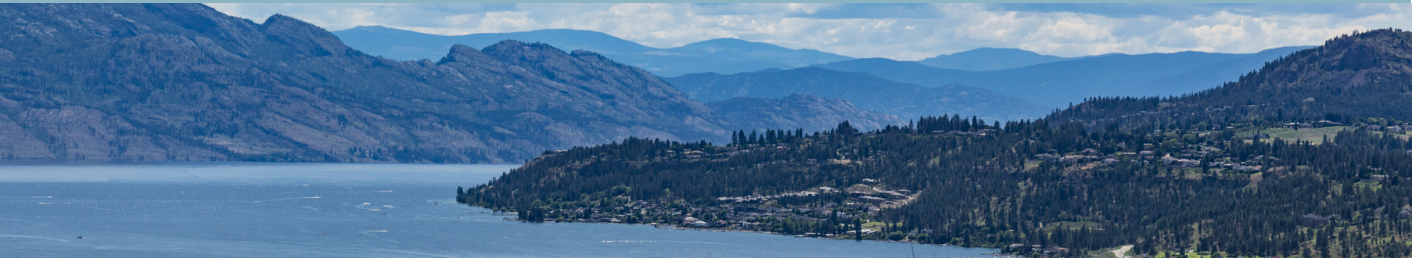
Moving to a new country can be hard. You might have a lot of questions. The **B.C. Newcomers' Guide** will help you settle into B.C. quickly and easily.

NewToBC

NewToBC is all about making connections. It is a library settlement initiative that connects newcomer immigrants and refugees with essential settlement information, public libraries, other service provider organizations, and, ultimately, BC communities.



COMMUNITY OVERVIEW



KELOWNA

Kelowna harmonizes urban convenience with natural splendor. Its lakeside location offers water sports and hiking against a backdrop of rolling hills. Cultural enthusiasts relish art, music festivals, and local cuisine. Families appreciate schools, safety, and the UBC Okanagan campus, all enriched by a temperate climate for year-round enjoyment.



LAKE COUNTRY

Lake Country embodies the essence of lakeside living. With stunning vistas of serene lakes and lush landscapes, outdoor enthusiasts find paradise for boating, fishing, and hiking. Charming vineyards and orchards dot the area, contributing to a burgeoning wine and culinary scene. This tight-knit community offers a tranquil escape while being conveniently close to urban amenities, making Lake Country a captivating destination to call home.





COMMUNITY OVERVIEW



WEST KELOWNA

West Kelowna is a community that beautifully blends natural splendor with modern living. Nestled between rolling hills and the shores of Okanagan Lake, residents enjoy a myriad of outdoor activities such as hiking, golfing, and water sports. The area's rich Indigenous heritage is celebrated through cultural events and experiences. With its proximity to both nature and urban conveniences, West Kelowna offers a balanced and fulfilling lifestyle.



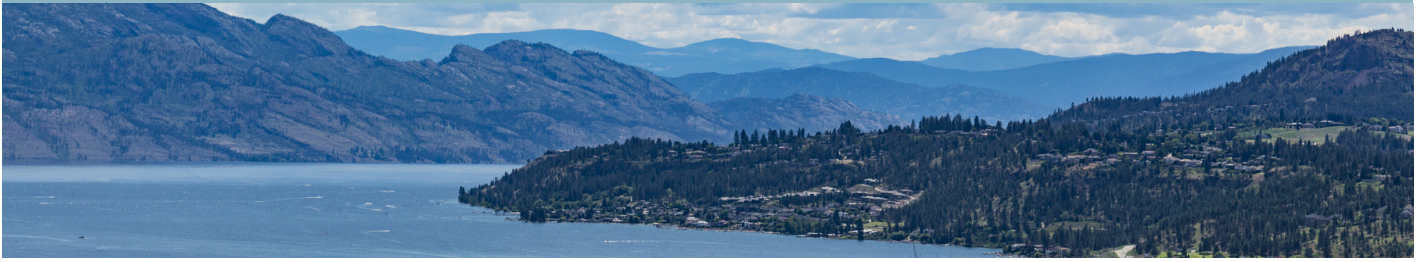
PEACHLAND

Perched on the shores of Okanagan Lake, Peachland is a hidden gem within the Central Okanagan. This charming community boasts stunning lake and mountain views, offering residents and visitors a tranquil escape. Its picturesque waterfront, dotted with beaches and parks, provides a backdrop for water activities, picnics, and leisurely strolls. With a welcoming atmosphere, Peachland captures the peacefulness of lakeside living while maintaining a close-knit community spirit, making it a delightful place to call home.





MOVING TO KELOWNA



HOUSING

Housing in COK is comprised of diverse neighborhoods with a variety of housing options that include single-family homes, townhomes, condominiums, carriage houses, apartments, suites, and gated communities. One can choose to live in a suburban neighborhood or in the City Centre, which has experienced a rapid development of high-rise condominiums and apartments near transit, amenities, and services.

Hotels and places to stay: There are lots of accommodations to choose from if you are visiting or until you find a permanent home. To find accommodation that best suits your needs, visit <https://www.tourismkelowna.com/places-to-stay/>

Rental Accommodation: Rentals are advertised online and in the classified sections of local newspapers:

- Castanet News: <https://www.castanet.net>
- Kelowna Now: <https://www.kelownanow.com>
- Kelowna Capital News: <https://www.kelownacapnews.com>
- Kelowna Daily Courier: <https://www.kelownadailycourier.ca>

Buying a home: To find a home to buy visit www.realtor.ca for current real estate listings. Almost all houses are sold through a real estate agent who can assist you in finding a home

SCHOOLS

Public – SD23 is served by an excellent public school system, with 32 elementary schools, 8 middle schools, and 5 secondary schools. For more information, visit <https://www.sd23.bc.ca> or call (250) 860-8888

Private – COK is home to a variety of private schools reflecting the diversity of its residents. For more information, contact the Federation of Independent Schools Associations (FISA) by calling 604-684-6023, emailing fisabc@telus.net or visiting www.fisabc.ca

French Immersion Programs - Designed for students whose first language is not French, this bilingual education program is open to all students. Between Kindergarten and Grade 12, students follow the regular BC curriculum

Strong Start Programs – are free drop-in early learning programs that promote growth and development in all areas for preschool aged children. Parents/caregivers attend these programs with their children and are linked to community agencies and services if needed.

Post-Secondary – Kelowna is home to [Okanagan College](#), Sprott Shaw, First College [University of British Columbia](#), [British Columbia Institute of Technology](#) (BCIT) [Aerospace Technology Campus](#) – Satellite location, [Centre for Arts and Technology](#) (CAT).

PARKS & RECREATION

Kelowna's extensive recreation programs and services and bounty of outdoor recreational opportunities all contribute to a healthy active community and help to enhance the quality of life.

Recreation and Community Centers – Kelowna has an abundance of modern recreation facilities, including 3 community halls, 6 ice arenas, and 3 aquatic centers. [H2O](#), [Parkinson Recreation Centre](#), [Johnson Bentley Memorial Aquatic Centre](#)

KELOWNA RELOCATION GUIDE



[Click Here](#)

HAVE A QUESTION OR NEED ANYTHING?
Contact the Division: members@codivision.ca



**Central Okanagan
Division of Family Practice**
An FPSC initiative