



Dr Cheadle

## Medical Pioneers

Kamloops' medical history began in 1863 with the brief visit of Dr. Walter Butler Cheadle, followed by the quiet arrival of Dr. Moren in 1872. The city's healthcare development gained momentum when Dr. Simon John Tunstall settled there in 1881, becoming the first physician at the Royal Inland Hospital in 1885. In 1895, Dr. Edward Furrer was appointed Medical Officer of the Provincial Home for Old Men, whose cemetery, established in 1922, later became a historical site commemorating the lives of aging pioneers.

**Read all about it!**

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Submit your suggestions to:  
[almostanything.cw@gmail.com](mailto:almostanything.cw@gmail.com)

Created by Connie Walker  
 in Collaboration with the Thompson Region  
 Division of Family Practice

# Coach's Corner

## Division of Family Practice



*Autumn...the year's last, loveliest smile –William Cullen Bryant*

Goodbye flip-flops, hello sweaters! As summer sunsets give way to autumn mornings, we're excited to step into the season of learning, connection, and new energy. We hope your summer brought fun adventures and special memories with friends and family.



### Mark Your Calendars:

- October 9th – Rapid Fire: Unlocking PAS Data and an inside look at the new Ministry's MRP Clarification Initiative as it rolls out. Registration coming soon!
- December 9th – SWITCH BC returns with insight on their new Medical Office De-escalation Tools. Registration for this lunch and learn will be coming out soon!
- Winter Appreciation & Learning – Early planning is underway—more to share soon!



### Support Spotlight:

- Our Attachment Coordinator, **Makenzi Irwin**, provides 1:1 support with PAS. Interested? Please reach out to her by email at [mirwin@thompsondivision.ca](mailto:mirwin@thompsondivision.ca)

Here's to crisp mornings, colorful leaves, and a fantastic fall ahead!

Warm wishes,

*Marcy Matthew, Project Lead*

Thompson Region  
Division of Family Practice  
An FPSC initiative

## Doctors of BC

### Practice Support

Doctors of BC maintains resources specifically of use for practising physicians. There are many ways **we can help** you and your practice team's specific needs and goals. Explore quality improvement initiatives, toolkits, and programs specific to your practice, specialty or setting to elevate practice efficiencies and help you deliver the best patient care.

- **Practice Support Program (PSP)**,  
The PSP offers tailored, hands-on services that help family physicians and teams become more efficient, reduce administrative burden, and create more time for proactive patient care and for implementing aspects of the patient medical home model.

### Doc Of BC - MOA Login

URL: [www.doctorsofbc.ca/moa](http://www.doctorsofbc.ca/moa)

Username: moadoc

Password: Doctorsofbcmoalogin

# MOA office talk



## Helpful Apps

Canadian Red Cross -First aid

[Apple](#)  
[Android](#)

Medication Guide

[Drugs .com \(Android\)](#)  
[Drugs.com \(Iphone\)](#)

Translator App

[Google Translate App](#)

Medical Terminology

[Android](#)  
[Apple](#)

MEDITECH EXPANSE WEB

[Reference Guide](#)  
*an 8 page basic navigation quick reference*

Having difficulty locating the “Uninsured Services “ PDF .

Ya, me too, its on the Doc of BC site, but its a long process , so....

[I found it and here it is!](#)

KEEP YOUR EARS AND  
EYES OPEN THIS FALL  
FOR A SPECIAL  
MESSAGE!!

# Erin Hurley

I have been working as an MOA for over 22 years now. Working in a wide variety of medical settings has given me a unique opportunity and knowledge base. From dentistry to family practice, Interior Health and now at one of the two Internal Medicine outpatient clinics where I have been since we opened in March of 2020. I work with five amazing Internists, we run a very busy clinic. I enjoy the diversity of the referrals we see. I believe I have a lot of knowledge to share about our clinics and encourage anyone to reach out if they have any questions, as I recognize the confusion multiple Internal Medicine clinics in Kamloops creates.

I am a proud mom of two great kids, we enjoy spending our time skiing, hiking, paddle boarding and really anything outdoors. When I am not at work you can find me at the ball field hitting home runs...haha just kidding.

MOA's play a vital role in health care. We are the first point of contact to our patient's access to care, which can bring challenges to our jobs. We require patience, understanding and compassion. Hats off to us all!



321 Nicola St #305, Kamloops,  
BC V2C 6G6

Ph: (250) 828-9997

Fax: 250-372-7375

Email:

[kimareception@gmail.com](mailto:kimareception@gmail.com)

Dr. Sigrid Svarta

Dr. Kiley Cindrich

Dr. Dayne Ortved

Dr. Mary Malebranche

Dr. Erik Lauder

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# In Memory of our Friend and Colleague Maureen “MOE”

“Your laughter was a gift, your friendship a blessing.  
You are deeply missed, but your memory will always  
make us smile.”

Fly with Angels Moe!

## Remembering a Life of Compassion and Joy



With a gentle heart and a generous spirit, Moe left this world peacefully on July 19, 2025, at the age of 72. Her legacy is one of compassion, community, and an unshakable kindness that touched everyone she met.

A true pioneer in her field, Moe founded the first walk-in clinic on Fortune Drive in the 1970s, where she collaborated with local doctors to bring accessible health care to the community. Her dedication to her profession continued when she opened and operated the Summit Walk-in Clinic, a beloved institution until its closure. Throughout her career, Moe was more than a medical professional; she was a mentor, sharing her extensive knowledge and gentle wisdom to shape the next generation of medical office assistants.

But beyond her professional achievements, Moe will be remembered most for the vibrant spirit she brought to every room. Her contagious laughter and enthusiastic nature were irreplaceable, and the bonds of friendship she forged were built to last a lifetime. She taught us the power of a kind word and the importance of a helping hand. Moe's warmth and light will be deeply missed, but her memory will continue to inspire and bring comfort to all who were lucky enough to know her.

*A service to celebrate Moe's life will be held at the Kamloops Alliance Church, 200 Leigh Rd, on **Saturday, September 20, 2025, at 1:00 pm**. Friends and family are invited to gather in her honor, share memories, and celebrate the remarkable woman she was.*

# DOC TOK

RIH Foundation chief executive officer Heidi Coleman highlighted eight new medical professionals who chose to come to Kamloops — a husband and wife neurosurgeon and family doctor, a neurologist, three hospitalists, a doctor of emergency medicine along with another neurosurgeon, and a hospitalist who will each arrive in this month! .

[article](#)



## Rapid Access to Consultative Expertise: An Innovative Model of Shared Care



[connect](#)

Check Out The Tutorial



Receive urgent advice within two hours with RACE  
Rapid Access to Consultative Expertise (RACE) is an innovative model of shared care that connects BC- and Yukon-based family physicians, nurse practitioners, and midwives with their specialist colleagues to help streamline the patient journey with timely advice.

By directly connecting primary providers with specialists, RACE helps simplify the patient experience, avoid system costs, and supports primary care to manage their patients' health concern.

[Learn more](#)

[More Info](#)

**Dr. Avery has joined Bee Well Clinic**

**Dr Nowierski**

will be leaving SunPeaks as of Oct 10th

**Dr Marc Viger** has decided to remain in Kamloops and a new location is TBA

**Dr Frank** will be moving her family practice from Sun Peaks Health Centre (Creekside Way, Sun Peaks) to the STEPS Valleyview Clinic, located at #102 – 3200 Valley View Drive, Kamloops. As of Sept 8<sup>th</sup> 2025

**Dr. Chevalier ( neurosurgeon)** has moved his office to 201-321 Nicola Street, Kamloops, BC, V2C 6G6  
Same phone and fax #

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# News to you ?

## YMCA STATION PLAZA CARE AND LEARNING CENTRE

The YMCA has opened a new child care facility with 32 spaces for children. Offering high-quality care for infants, toddlers, and preschoolers in a safe and nurturing environment.

Their dedicated Early Childhood Educators use the YMCA Playing to Learn curriculum to help children learn and grow through play. A variety of programs, include:

- Infant and Toddler Care
- Group Care for children 30 months to school age
- Before and After School Care
- Full-day licensed care on professional development days and during school breaks (summer, spring, and winter)

### [Family Services](#)

### [News Reel: CFJC TV](#)

**TRFO**  
**NO Longer accepting New Patients**

### [News Release](#)

### [IHA Update](#)

Ph: :250-314-2635

**Interior Health eliminating 91 administrative positions following financial review**  
[Read the Article](#)

**New tools help support safer, healthier medical offices** to help medical office teams improve workplace safety, reduce conflicts, and reduce the risk of violence in community settings.  
[Visit : Tools for Safety](#)

**Travel Clinic (TMVC) has a new Address**  
204-595 Columbia St West  
Kamloops, BC

- Phone: [250-434-1023](#)
- Toll Free: [1-888-288-8682](#)
- Fax: 250-374-4902

**Website Hours:**

Tuesday  
9:00am – 1:00pm  
5:00pm – 8:00pm

Thursday  
9:00am – 1:00pm  
5:00pm – 8:00pm

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# 2SLGBTQIA+ Resource Centre



## Newsletters

- [Equality Matters](#)

Stay up to date with the latest from Women and Gender Equality Canada

- [Belong Ottawa](#)

program updates, event announcements, and opportunities to get involved

- [The Advocate](#)

The Okanagan 2SLGBTQIA+ community

## Links

- [The Trevor Project](#)

(Suicide Prevention)

- [Egale Canada](#)

Improving the lives of 2SLGBTQI people in Canada

- [Trans Care BC](#)

Support groups/ services across BC for trans, non-binary and Two-Spirit children, youth and adults, as well as parents, caregivers, families, partners and support networks.

- [Gender Inclusive](#) Cancer Screening Fact sheet

## PODCASTS

- [LGBTQ-Q&A](#)

weekly interviews with the most interesting LGBTQ+ people in the world

- [100 Best LGBTQ Podcasts](#)

Podcasters Database

## Resources for the 2SLGBTQPIA+ Community

a non-profit organization supporting people who identify with the 2SLGBTQPIA+ community. This includes: Two-Spirit, Lesbian, Gay, Bisexual, Trans, Queer/Questioning, Pansexual, Intersex, and Asexual/Agender individuals living in the Kamloops region.

For a FULL list of Resources click [here](#)

# Dr. Trudeau & the team

## Compassion and Community

**Dr. Sarah Autumn Trudeau** is a physician who balances a diverse workload with a deep commitment to her patients. Her journey to medicine began with degrees in chemistry, earning her masters from the University of Victoria in 2011, before she graduated with her medical degree in 2016. Today, she divides her time between several key areas: providing transgender care at The Hatchery, offering MAiD and palliative care in the Kamloops area, and working as a hospitalist at Royal Inland Hospital.

Dr. Trudeau is always seeking ways to improve care, particularly for her transgender patients. She is passionate about making resources accessible and hopes to one day provide easier access to things like hair removal and mental health support, ideally by bringing a psychiatrist to the clinic.

The clinic is also a family affair. Dr. Trudeau's mother, Wendy, helps out weekly, handling check-ins and appointments. The small team, which also includes Lexis, is committed to providing compassionate care to the Kamloops community. A photo taken by a patient captures the three of them together—Lexis, Dr. Trudeau, and Wendy—in front of a childhood portrait of Dr. Trudeau, painted by her mother.



**Lexis Rempel**, a non-binary agender individual, has been a registered massage therapist since 2007. Born in Winnipeg, they moved to Kamloops in 2011 and have been working with Dr. Trudeau and the local 2SLGBTQIA+ community since June 2024.

Lexis focuses on transgender patients, many of whom are also neurodivergent, striving to create a welcoming space that celebrates different ways of communicating. Beyond medical care, they are dedicated to building a supportive environment by gathering and sharing local resources. Lexis hopes for a more connected future for all groups supporting the trans community in the BC Interior, aiming to centralize information and create a stronger network.

[Read More](#)

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# Educational Opportunities

## EMR Skill Building

The Doctors Technology Office (DTO) is hosting a new [EMR Skill Building](#) session, focused on optimizing clinical encounters using templates. Participants will learn how to use EMR and related technologies to create templates for more efficient and consistent documentation.

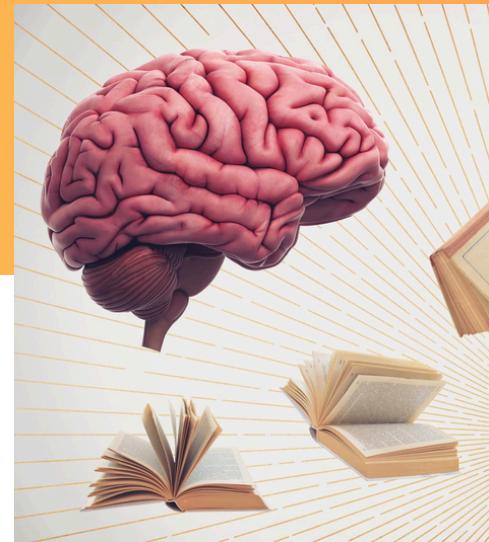
Upcoming:

- OSCAR (September 24)
- Intrahealth Profile (October 8)

[Register for the mailing list](#) to receive an EMR-specific invitation or be alerted to future sessions.

## Past Recorded Sessions

- [MEDACCESS](#)
- [OSCAR](#)
- [INTRAHEALTH PROFILE](#)



## Telus Health Learning [PROGRAMS](#)

*Over 150 training courses available*

## Pomelo learning videos

- [ebooking](#)
- [patient messaging](#)
- [configuring patient portal](#)

## Looking for Online Courses?

Try The

### [“Coast Mountain College”](#)

Offering many online courses for reasonable Tuition, such as:

- Medical Terminology
- Administrative assistant suite
- Business
- computer skills

and many many more

# Health Awareness

## October is Healthy Workplace Month

There is a strong connection between the health of Canadian workers and their work environments. When employees feel valued, respected, and satisfied, they are more productive and committed. Conversely, an unsafe or stressful workplace negatively impacts both the organisation and its staff. Since the average Canadian worker spends over ten hours a day at work and commuting, workplaces are an ideal setting for promoting well-being and preventing disease. Ultimately, a healthy workplace benefits everyone by improving productivity and reducing costs related to absenteeism, lost productivity, and employee turnover.



Mental Health



Ergonomics



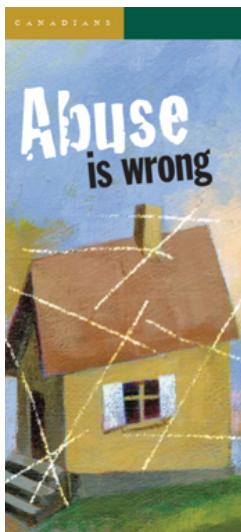
Harassment and Violence Prevention



Comprehensive Workplace Health Program



## November is recognized as Family / Domestic Violence Prevention Month



This booklet is a starting point for anyone experiencing abuse in a relationship or family, or for those who know someone who is. If you feel alone, are afraid, or have trouble talking about what's happening, this guide offers information on Canadian law, your rights, and available resources to help you and your children. Remember, whether you are a man, woman, adult, or child, you are not alone, and help is available.

[VictimLinkBC](#)

[VictimServices](#)

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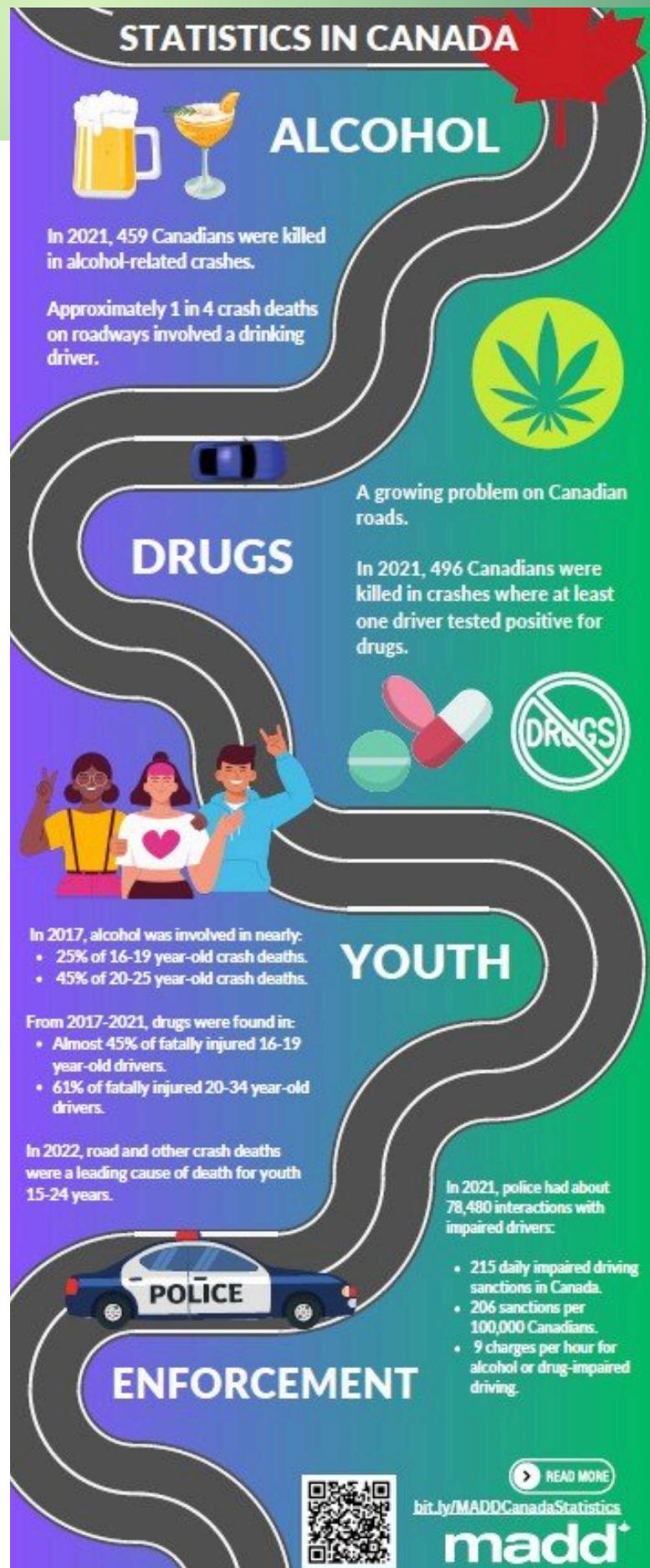
# December is Impaired Driving Prevention Month

- The holiday season sees a higher rate of accidents, with some of the deadliest days on the calendar being Christmas Eve and New Year's Eve.
- On average, 61 people are killed and 1,404 injured in impaired driving related crashes in B.C. every year.
- On average, 23 people are killed and 344 injured in impaired driving related crashes in the Southern Interior every year, alone.

Canadian Centre  
for Substance  
use and  
Addiction

MADD

ICBC-Road Safety



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# Billing Support



## All about the LFP Payment Model

- [\*\*FP PAYMENT MODEL: TOP SIX THINGS TO GET YOU STARTED\*\*](#)
- [\*\*UNDERSTANDING THE LFP PAYMENT MODEL: WHAT PHYSICIANS NEED TO KNOW\*\*](#)
- [\*\*PANEL ADVICE & SUPPORT \(DOC OF BC\)\*\*](#)
- [\*\*UPDATED LFP PAYMENT SCHEDULE\*\*](#)  
THE PAYMENT SCHEDULE INCLUDES AN EXTENSION OF THE TRANSITION CODE (98001) AND TRANSITION FORM PROCESS UNTIL MARCH 31, 2026.  
CREATESEND.COM

### **LFP Payment Model Reminder**

In the British Columbia LFP payment model, the maximum daily time limit allowed for payment of clinic-based care is 14 hours. This applies to a single calendar day and is part of a larger limit where a maximum of 120 hours can be billed within any 14-day period.

#### **Key Points:**

**Maximum Daily Limit:** You can bill for a maximum of 14 hours of clinic-based care in one day.

**14-Day Period:** You are also limited to a maximum of 120 hours over any 14-day period.

**Time Units:** This 14-hour limit is equivalent to 56 time units, where each unit is 15 minutes.

**What it Covers:** The time codes cover both direct and indirect patient care.

**Administrative Time:** Clinical administration time (e.g., codes 98012, 98042) is capped at 10% of your total clinic-based time for the year.

## Billing tutorials, ICD-9 Codes and Explanatory Codes

- [\*\*Medical Office Assistant Billing Guide\*\*](#)  
[\(external link\)](#)
- [\*\*FPSC Billing Guide and FAQs\*\*](#)  
[\(external link\)](#)
- [\*\*SSC Fees and FAQs\*\*](#)  
[\(external link\)](#)
- [\*\*ICD-9 Codes\*\*](#)  
[\(external link\)](#)
- [\*\*Explanatory Codes\*\*](#)  
[\(external link\)](#)

# In Touch

## Facebook

- **MOA discussion board**

(a safe place for working MOA's)



- **MOA bulletin board**

( a place to share needs, asks , wants and stay connected to the MOA community, for all)

- **Medical Office Assistants of Canada**

(Medical Office Assistants from all over. A place to connect with other MOAs and post jobs and talk about the MOA career field)

## EMR SUPPORT LINES

- MedAccess: 1-866-979-6081
- Wolf: 1-866-879-9653
- Oscar: 1-866-935-5367
- Accuro: 1-866-729-8889
- Profile: 1-800-708-6442
- CHR: use the [Chat bot](#) or  
1-888-369-3643(**Emergency  
ONLY- system DOWN**)

## Resource Centre

### [VIEW the PDF](#)

*I have put together a huge list of Resource contact information in a printable PDF. It is a work in progress and I will continue to add and edit as necessary. If you think of any contacts missing pls email me:*

[almostanything.cw@gmail.com](mailto:almostanything.cw@gmail.com)

*or [FB Messenger](#)*

# Podcasts, Apps , Newsletters and Links

## LOCAL NEWS

### Online News Act, also known as Bill C-18

As you know Social Media has chosen to block all access to news content for Canadians on their platforms

Did you know however, you can have the **LOCAL** news delivered to you daily?

[CFJC TV news](#) sent to you directly  
Sign up for their Daily News Letter [here](#)

Try "[The Tyee](#)" for a daily, weekly and/or weekend BC based News letter



## Web Links

- [CBC Health News](#)
- [CMA-Canadian Medical Association News](#)
- [CIHI-Canadian Institute of Health News](#)
- [Public Health News](#)

## National/International News Apps

### CBC News

- [Google Play](#)
- [Apple](#)

### World News

- [Google Play](#)
- [Apple](#)

### Podcasts

- [CBC:Front Burner](#)
- [CTV Podcast](#)

- [BBC World News Pod](#)
- [The Take](#)

## Top 3 Canadian Healthcare Newsletters

- [The Health Coalition](#)
- [Canadian Task Force](#)
- [CPCRC \(Canadian Primary Care Research Consortium\)](#)

# City Events



## Self Health Events

### Your Goddess Era Retreat

for women ready to trade self-doubt for self-confidence. Stop putting everyone else first and learn how to live your dream - guilt free.

October 3-5-Sun Peaks

## Arts and Culture

### Anne of Green Gables

- The Musical™

Nov 20th- Dec 7th

### Women of the Fur Trade

Oct 9<sup>th</sup> -19th

### Children's Art Festival

Sept 19 th& 20th

## Christmas Craft Fairs



### RIH Foundation Craft-A-Fair

Sunday, November 2nd, 2025, from 10:00 AM to 4:00 PM  
Sandman Centre

### Kamloops Christmas Market

November 21st-30th, 2025  
Riverside Park

### SPCA Christmas Craft Fair

Sunday, November 30th, 2025, from 9:30 AM to 3:00 PM  
Thompson Rivers University (TRU), Campus Activity Centre

Sign Up for Kamloops Event Email

stay connected

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