

Spring 2026 MOA Newsletter

The 2025 Health Authority Engagement Survey has been released by Doctors of BC. Drawing from the feedback of nearly 2,400 physicians, the report reveals a steady decline in provincial engagement (now at 32%), with the sharpest drops occurring in the Fraser and Interior regions.

Key Takeaways:

- **Workplace Safety:** A staggering 72% of reported safety incidents involve violence from patients and families, fueled by system frustrations and mental health issues.
- **Leadership & Trust:** Psychological safety is failing, with 40% of doctors experiencing bullying or harassment, often stemming from health authority leadership.
- **Operational Barriers:** Heavy administrative labour continues to hinder patient care, leading to calls for funding to be shifted from bureaucracy to frontline services.
- **Regional Trends:** While Vancouver Coastal and PHSA saw slight improvements, regions like Fraser (28%) and Interior (29%) have reached critical lows in physician satisfaction.

[Get the Full Report](#)

More Facts

[Canadian Institute for health Informatoin](#)



Three-Year Engagement Trends by Region

Health Authority	2022	2023	2025
Vancouver Coastal	41%	42%	43%
Provincial Health (PHSA)	33%	37%	38%
Northern Health	39%	30%	30%
Interior Health	36%	33%	29%
Fraser Health	36%	32%	28%
Island Health	30%	25%	26%
PROVINCIAL AVERAGE	36%	33%	32%

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MOA FEATURE

Hiiiiii! I'm new here! My name is Ashley, and my story is one of big moves and even bigger blessings.

Three years ago, my husband and I decided to chase a new adventure. We packed everything we could fit into our truck and left Ontario behind, driving across the country to start a fresh chapter here in B.C. It was a leap of faith for our family, and looking back, it was exactly what we needed. This St. Patrick's Day is especially meaningful for us, as it marks 16 wonderful years of marriage. Together, we're raising our three children—Paris, Enzo, and Maximus—along with our very first puppy, a sweet Pomsy named Suki.

Life here has fallen into a beautiful rhythm. I feel so fortunate to work for Dr. Champagne and Dr. Chuang; they are truly wonderful people, and getting to work alongside my best friend, Erin, is a total dream come true.

I've always been an old soul, finding joy in the simple things. As the weather warms up, I'm dreaming of backyard DIY projects and summer afternoons swimming with the kids. In my downtime, you'll usually find me hunting for treasures at thrift stores, relaxing on the deck with friends, or unwinding with my favourite show, Ancient Aliens.

Through all the changes, I try to remember that you're never fully dressed without a smile. I hope you're able to recognize and fully embrace every blessing that comes your way!
xoxo Love, Ashley

Ashley Bradamore



COACH'S CORNER

MOA Appreciation Night a HUGE success



On Thursday, January 22, 2026, we gathered to celebrate the incredible Medical Office Assistants (MOAs) of the Thompson Region at our Winter Appreciation Event. It was a warm and joyful evening dedicated to recognizing the commitment, professionalism, and long-standing service of the MOAs who support our teams and communities every day.

During the event, we highlighted the achievements and ongoing dedication of MOAs and presented personalized certificates acknowledging their years of service. The room was filled with laughter and connection as we played games, shared stories, and enjoyed the opportunity to come together in appreciation.

A heartfelt congratulations goes out to all MOAs for their outstanding contributions over the years. We also want to extend special recognition to several remarkable long-service milestones:

Marisa Lentz — 50 Years of Service
Lee Frocklage — 49 Years of Service
Denyse Bodor — 45 Years of Service
Linda Brown — 44 Years of Service

Thank you to every MOA for your dedication, compassion, and the vital work you do. Your impact is felt across the entire Thompson Region, and we are deeply grateful.

MOA CONNECTIONS

NEWSLETTERS

- [PAST MOA NEWSLETTERS](#)
- [PATHWAYS PEARLS NEWSLETTER](#)
- [PHARMACARE NEWSLETTER](#)
- [INTERIOR HEALTH NEWSLETTER](#)
- [PAIN BC NEWSLETTER](#)
- [WORLD HEALTH ORGANIZATION NEWSLETTER](#)
- [LIFE LABS NEWSLETTER](#)
- [BCCDC](#)
- [UBC HEALTH NEWSLETTER](#)
- [MIND MATTERS \(MENTAL HEALTH\) NEWSLETTER](#)

[ACCURO-CONNECT NEWSLETTER & WEBINARS](#)

[OSCAR NEWSLETTER & ANNOUNCEMENTS](#)

[MEDACCESS MOA COMMUNITY PORTAL](#)

Your Resource Centre

A vault of information
Check it out

[Searchable](#)

STAY HEALTH INFORMED WITH THESE SITES

- [Medeffect Canada](#)
MedEffect Canada uses a variety of mechanisms to share information and to help you stay informed about [advisories and recalls](#) that are issued by Health Canada
- [Health IQ](#)
weekly news and health tip
- [CBC Health News](#)
Whats happening across the country

DOK TOK

NEW FAX

Vascular Surgeons

FAX: 250-571-3362

Azad
Johnson
Grab
Dreksler

NOTICE OF OFFICE CLOSURE

After years of dedicated service to our community, **Dr. Hilary Baikie** will be closing her practice on June 30, 2026. She is no longer accepting new referrals. We are deeply grateful for Dr. Baikie's years of dedicated care and the profound impact she has had in the community. Medical Records: Please direct all requests to drbaikie.moa@gmail.com

**New Internal Medicine
Physician,
Dr Sean Harmse
Now accepting referrals**

302-321 Nicola St
Ph: 778-267-9180
Fax: 250-392-7473

Dr. Duncan Ross Announces Retirement

After decades of dedicated service to the Nicola Valley, Dr. Duncan Ross has announced he will be retiring from his family practice, effective March 31, 2026.

As he prepares to hang up his stethoscope, the community prepares to bid farewell to a physician who was much more than a doctor—he was a neighbour and a confidant.

While his departure will certainly be felt throughout the region, we celebrate the well-deserved rest ahead of him.



Dr. Catherine Nowierski

Medical services returning to Sun Peaks as doctor set to reopen practice at ski patrol facility

March 12th Dr Nowierski will reopen her practice under an agreement with the local ski resort

[Read the full article](#)

CHAMPAGNE DERMATOLOGY

Aesthetic Dermatology Service Fees

CONSULTATIONS

Aesthetic Dermatology Consultation – 200

A personalized evaluation by Dr. Champagne to assess skin concerns, discuss goals, and create a customized treatment plan. The fee may be applied toward any service within 3 months.

LASER & LIGHT PROCEDURES

Lumecca IPL – Spot Treatment

Targets smaller specific areas with intense pulsed light therapy to reduce pigmentation, sunspots, redness, and vascular lesions.

- 200 per treatment
- 500 for a package of 3 treatments

LUMECCA IPL – WHOLE FACE

Application of intense pulsed light therapy to the full face to improve overall skin tone, reduce sun damage, redness, and pigmentation for a brighter complexion.

- 300 per treatment
- 800 for a package of 3 treatments

INMODE FACE + NECK

A radiofrequency microneedling treatment designed to tighten skin, improve texture, and stimulate collagen across the face and neck

- 900 per treatment
- 2,500 for a package of 3 treatments.

LESION REMOVAL

Mole Removal 250 per lesion

Safe removal of benign moles for cosmetic purposes, using precise techniques to minimize scarring.

Skin Tag Removal 250 per area (up to 20 lesions)

Removal of skin tags to improve appearance and reduce irritation.

Email: info at [champagnedermatology.ca](mailto:info@champagnedermatology.ca)

Phone: (236) 218-2330

Fax: (250) 434-1328

**Address: 438 St Paul St, Kamloops,
British Columbia**



PHYSICIAN SPOTLIGHT



DR. ROBIN BESSEMER Neurologist

774 Seymour Street
Kamloops, BC V2C 2H3

Phone: 250-851-8582

Fax: 778-376-2197

The Kamloops medical community is pleased to welcome Dr. Robin Bessemer, a neurologist specializing in movement disorders.

Dr. Bessemer brings extensive clinical expertise to the region, having earned her medical degree from the University of Calgary and completed her neurology residency at Western University. She further specialised through a fellowship at the University of British Columbia, with a primary focus on Parkinson's disease. Since joining the Kamloops medical community in 2024, Dr. Bessemer has been dedicated to establishing her outpatient practice, where she aims to enhance patient outcomes through advanced sub-specialty care. An outdoor enthusiast, she spends her time away from the clinic enjoying the skiing, cycling, and natural splendour of the BC Interior.

Accepting referrals for Movement Disorders (effective March 3, 2026).

Focus Areas:

- Parkinsonism & Tremors
- Dystonia & Ataxia
- Chorea
- Botulinum Toxin for Movement Disorders

Referral Policy: A complete referral is required for all patients. Incomplete submissions will be returned. ([Referral Form](#))

Exclusions:

- General Neurology: Not accepted.
- Regional Restrictions: Referrals from Northern Health, Okanagan, and Kootenay regions are not accepted.
- Specialty Restrictions: No WorkSafeBC cases.
- Second Opinions: Patients already under the care of a Movement Disorder Specialist should be referred to the UBC Movement Disorder Clinic.

CLINIC NOTES

LifeStyleRx

LifeStyleRx is a free, physician-led virtual program for Canadians with Type 2 diabetes or pre-diabetes. It uses a 12-week "lifestyle prescription" to help patients lower blood sugar and reduce medication through guided changes in diet, exercise, and stress management. In British Columbia, the entire program is 100% covered by MSP.

Physician-Led

You will work with a Canadian physician from your province to learn and adopt sustainable lifestyle changes.



Safe & Supervised

Lowering your blood sugar can result in some medications being reduced or eliminated.

Our physicians work with you to make these changes when needed while keeping your family doctor informed.

100% Virtual

All group medical sessions and consultations with your team are conducted through video calls. No travel or sitting in waiting rooms is required.¹



Email: help@lifestylerrx.io
(General support) or contact@lifestylerrx.io
Phone: 778-653-2427
Fax Number: 1-877-735-0289

- For Patients (Self-Referral): lifestylerrx.io/get-started.
-
- For Physicians (Printable/PDF): [Physician Referral Form \(PDF\)](#).
- Programs: Type 2 Diabetes, Prediabetes, and Metabolic Syndrome
- Coverage: 100% covered by MSP in British Columbia

BILLING

IN CASE YOU MISSED IT

Billing Update

New ICBC / MVA Rules (Effective Feb 23)

Starting February 23, the way we bill for Motor Vehicle Accident (MVA) care is changing to simplify our workflow. MVA-related care is no longer an "excluded service" and is now aligned with our standard LFP Payment Model.

Simplifying LFP time code billing

Starting February 23,

Physicians will use a new process to submit LFP time codes. Submit all LFP time codes using the following "patient" information:

Feb 23rd 2026

LFP Billing Schedule UPDATED

Time Code Cheat Sheet

STAYING CONNECTED

LFP Page

(Updates /Deadlines, ect)

MSP - summary of Change

ICBC - Physicians page

Worksafe - A-Z

Month	Close-off	Remittance Available	Payment Date
March 2026	3rd & 19th	11th & 27th	13th & 31st
April 2026	1st & 20th	13th & 28th	15th & 30th
May 2026	5th & 19th	13th & 27th	15th & 29th
June 2026	3rd & 18th	11th & 26th	15th & 30th



EDUCATIONAL OPPORTUNITIES

- Brush up on your EMR
- Brush up on Billing
or
- take a personal course

EMR LEARNING

- OSCAR
- MEDACCESS
- ACCURO

Doctors of BC EMR Skill Building.

Oscar , MedAccess &
Intrahealth Profile

Health Links Education

multiple short courses and
webinars

\$39.00

BC Health Care Workers
Learning Hub

Medical Billing Practices

BCIT - ONLINE

This course provides a practical guide to Canadian medical billing and EMR systems, focusing on the MSC Payment Schedule and provincial fee codes. You will learn to accurately process claims for office, hospital, and third-party services (such as WorkSafeBC) across various clinical scenarios. The curriculum emphasizes precise data entry, from patient registration to batch verification, ensuring you can manage the full billing cycle with high professional standards.

EMPLOYMENT OPPORTUNITIES

INTERIOR HEALTH (IH) & PHSA

Administrative Services Assistant (MHSU)

Wage: \$25.54 – \$27.22/hr | Status: Casual

Details: Supports Mental Health & Substance Use sites.

Visit jobs.interiorhealth.ca and search Competition

#02356232.

PATIENT REGISTRATION CLERK (ROYAL INLAND HOSPITAL)

Wage: \$27.91/hr | Status: Casual (includes nights/weekends)

How to Apply: Apply directly via the Interior Health Careers Portal.

Nursing Unit Assistant (RIH) Wage: \$29.16/hr | Status: Part-time

Apply via jobs.interiorhealth.ca.

ADMINISTRATIVE ASSISTANT (PHSA)

Wage: \$30.54/hr | Status: Full-time

Apply online at jobs.phsa.ca.

THOMPSON RIVERS OTOLARYNGOLOGY (ENT)

Role: Full-time MOA (37–40 hours/week)

Wage: From \$24.00/hr | Doctors: Kramer, Janusz, and Zhao.

Phone: (250) 372-5154.

INTERNAL MEDICINE PRACTICE

Role: Full-time MOA (Minimum 32 hours/week)

Wage: Negotiable (Starting ~\$26.00/hr)

Contact: Located at 441 Columbia St (Medical Arts Building). Resumes can be dropped off in person.

CERTIFIED PROSTHETICS & ORTHOPEDICS

Roles: MOA (\$20–\$24.75/hr) AND Office Admin/Bookkeeper (\$25–\$35/hr)

Email: info@certifiedpo.ca.

NORTH KAMLOOPS PHYSIOTHERAPY

Office Secretary (Part-time).

Phone: (250) 376-1141.



HEALTH AWARENESS

April is Oral Health Month

Oral health is multi-faceted and includes the ability to speak, smile, smell, taste, touch, chew, swallow and convey a range of emotions through facial expressions with confidence and without pain, discomfort and disease of the craniofacial complex (head, face, and oral cavity). Oral health means the health of the mouth. No matter what your age, oral health is vital to general health and well-being.



Mayo Clinic:

- link between oral health and overall health
- conditions can be linked to oral health
- protect my oral health

Canadian Dental Program

May is Apraxia Awareness Month

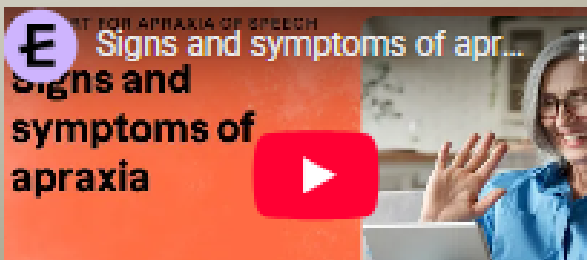
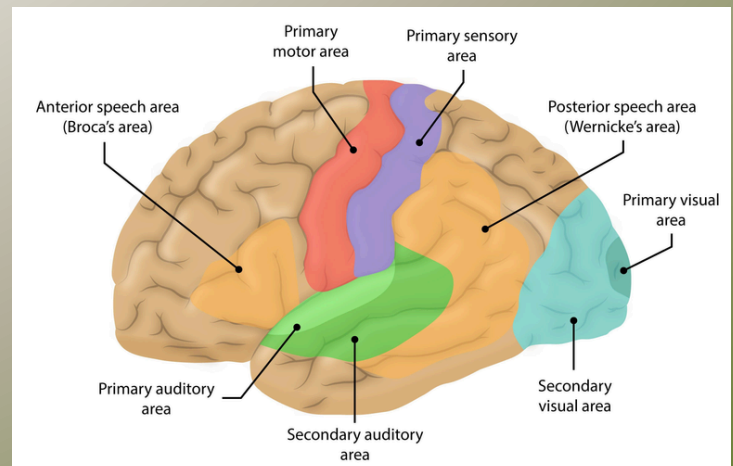
Apraxia is a neurological disorder characterized by the inability to perform learned, purposeful movements on command despite having the physical capability and desire to do so, usually caused by brain damage from strokes, tumors, or neurodegenerative diseases. Symptoms include trouble with speech (apraxia of speech), complex motor tasks, or specific limb movements, and treatment focuses on rehabilitation therapies.

Causes and Risk Factors

Acquired Apraxia: Primarily caused by damage to the brain's posterior parietal cortex or corpus callosum, often resulting from stroke, traumatic brain injury (TBI), Alzheimer's disease, or brain tumors.

Childhood Apraxia of Speech (CAS):

A motor speech disorder where the cause is often unknown, though it may be associated with genetic disorders, metabolic conditions, or neurobehavioral disorders



Apraxia Of Speech In Adults

Apraxia in Children

THE STUDY

Just two days of oatmeal cut bad cholesterol by 10%

Two days of oatmeal may be enough to slash bad cholesterol and reprogram your gut for better heart health.

Pecans found to improve cholesterol and boost heart health

A growing body of research suggests a simple handful of pecans could give your heart — and maybe more — a healthy edge.

New treatment cuts cholesterol by nearly 50%, without statins or side effects. Scientists have discovered a DNA-based method to lower cholesterol safely

IN THE NEWS



Cervical cancer is 'fastest-rising'

in Canada and a "silent national health crisis" that doctors say the federal government must do more to eliminate.

National Pharmacare (Plan NP)

Starting March 1, 2026, the National Pharmacare Plan (Plan NP) will provide 100% coverage of select diabetes medications, menopausal hormone therapy (MHT), and contraceptives for any B.C. resident enrolled in MSP. The federal government contributes funding for national pharmacare.

Teen Cured of chronic granulomatous disease

19-year-old Kelowna man and his doctors have made medical history. As Travis Lowe reports, he is the first person in the world to have been cured of his rare disease, by a procedure called 'gene editing.'

SUMMER SAFETY

The Spectrum of Safety:

From Policy to Personal Agency

While Canadian labour laws and public policy provide a broad protective framework, true security often rests within our personal "spheres of control." By shifting focus from global risks to daily habits, we can significantly improve our resilience.

- **The Home & Workplace:** Safety is built on proactive maintenance. This includes fire prevention and radon testing at home, and following ergonomic standards or reporting "near-misses" at work to avoid a "Monday Morning" disaster.
- **Navigational Safety:** We manage public risk through vehicle readiness—such as using winter tyres—and defensive driving. Staying alert for hazards like a deep puddle or black ice is essential.
- **Situational Awareness:** The "Core Pillar" of safety is a state of relaxed alert. By scanning for exits, noticing shadows or atmospheric shifts, and staying focused in busy areas like a harbour, we can trust our intuition to act before a situation turns.

Home Safety

Safety for household chemicals, window covering cords, hot water, lead-based paints, fire and more

Worksafe BC

Engaging workers in health & safety
Creating and managing a safe and healthy workplace involves everyone. For workers to be truly engaged in health and safety, they need to know their employers, supervisors — and the organization — value their well-being and input.

Street Safety

- [RCMP: Be Street Smart](#)
- [RoadSafety BC](#)

Canadian Red Cross

- [Safety First Aid Tips](#)
- [Download the App](#)
- [Training and Certificates](#)



MOA TIP OF THE MONTH

- **The Power of "Batching"**

In a busy clinic, "switch-tasking"—jumping between a ringing phone, a patient at the desk, and a stack of charts—can increase errors and stress. To regain control of your day, try Batching.

- **The Strategy:** Set aside two 20-minute windows (one mid-morning, one mid-afternoon) specifically for non-urgent administrative tasks like prescription renewals, callback messages, or scanning documents.
- **The Benefit:** By focusing on one type of task at a time, you reduce the "cognitive load" of switching gears. This leads to higher accuracy in billing and more meaningful interactions with patients at the front desk.

- **Master the "Hold" Etiquette**

Never put a caller on hold without asking for their consent first.

- **The Strategy:** Instead of "Please hold," try: "I have one person ahead of you; do you mind holding for one minute, or can I call you right back?"
- **The Benefit:** It gives the patient a sense of control and reduces frustration, which makes your eventual interaction much smoother.

OFFICE ERGONOMICS

Office ergonomics optimizes your workspace to fit your body, reducing muscle strain, fatigue, and injury risk by ensuring neutral, comfortable postures. Key adjustments include setting monitor height at eye level (one arm's length away), keeping elbows at 90-100 degrees, using a supported chair with lumbar support, and taking frequent breaks to stretch

How To

Set Up Your Office Workstation

[LEARN MORE
HERE](#)



JUST SO YOU KNOW

- You Have Fewer Bones as an Adult: Humans are born with about 300 bones, but only have 206 as adults due to fusion.
- Your Skeleton Renews: Your body replaces its entire skeleton roughly every 10 years.
- Skin Shedding: You shed about 600,000 particles of skin every hour, or about 1.5 pounds per year.
- Morning Height: You are about 1 cm taller in the morning than at night because cartilage in your spine and knees compresses throughout the day.
- Taller in Space: Astronauts can grow up to two inches while in space.
- Feet Get Bigger: Tendons and ligaments in your feet can weaken with age, making them longer and wider.
- Earwax is Sweat: Earwax is actually a specialized type of sweat.
- Sneeze Speed: The air from a sneeze can travel at speeds of 100 miles per hour or more.
- Bacteria Count: There are more bacteria in your mouth than there are people in the world.
- Unconscious Blinking: Women tend to blink more often than men.

TOP 10 MISSPELLED MEDICAL TERMS

- Arrhythmia: Often misspelled as arrythmia (missing the second 'h').
- Ophthalmology: Frequently misspelled as ophthamology.
- Abscess: Often misspelled as absess.
- Hemorrhoid: Frequently misspelled as hemoroid.
- Pruritus: Often misspelled as pruritis.
- Sagittal: Frequently misspelled as sagital.
- Adolescence: Often misspelled as adolesence.
- Aneurysm: Often misspelled as aneurism.
- Syncope: Frequently misspelled as syncoop.
- Dyspnea: Often misspelled as dispnea

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