



## Real-Time Virtual Support (RTVS) for rural First Nations and remote communities: update

The Collaborative Centre for Rural and First Nations Virtually Enhanced Care was established last year with support from Leadership Council. This is jointly supported and led by FNHA, Providence PHSA, and the RCCbc. It is guided by a Partnership Pentagon Plus table including geographic Health Authorities, Citizens, Academia, Rural Providers, Linked Sectors and Policy Makers. Its work has been focused around virtual care, while combatting the barriers posed by geography, distance, and weather to address health equity in BC. This forms an “Innovation Accelerator” within the Provincial Digital Health Strategy. All of these initiatives are locally driven and will be implemented in partnership. So where are we and what are we accelerating?

**Virtual Care Platform Access:** The JSC has generously supported the provisioning of a virtual care platform for every rural doc and NP serving rural patients in BC. The choice of platform is driven by rural docs as the best fit at this point in time. We remain platform agnostic and have selected Zoom™ as one that can currently meet the needs of rural in connecting with patients, enlarging the healthcare team wrapped around patients and supporting ER services. Among other things this enables providers who may not be able to be physically present help carry some of the clinical workload for their teams. Accessing accounts for rural providers is available through the following link: <https://rccbc.ca/zoom/>.

**RUDi:** Real-time virtual rural generalist/ER support. One might see this as a rural virtual urgent primary care centre providing access to a physician who understands their context and supports the primary care and ER teams in rural communities. This includes partnering with FNHA to provide remote support for their First Nations communities.

**ROSe:** Virtual intensivist/critical care support 24/7 to rural ERs.

*\*More communication to follow shortly regarding pathway access for RUDi and ROSe*

**First Nations and Rural Virtual Doctor of the Day:** FNHA, in partnership with RCCbc, are ensuring that primary health care is accessible to all First Nations citizens across the province. This service is available 7 days a week from 8:30 am – 4:30 pm. To book an appointment, clients call: **1-855-344-3800**. Each visit is triaged and scheduled by a response group of MOAs and is hosted by Zoom. For more information, contact RCCbc at [info@rccbc.ca](mailto:info@rccbc.ca).

**Rural Virtual Dermatology Service:** If you require immediate support with dermatology, call **778-771-3376**, Monday to Friday from 9 am to 5 pm. Calls outside of these times should be directed to the on-call physician/dermatologist and/or your local ER. For more information, contact Dr. Nathan Teegee at [info@rccbcc.ca](mailto:info@rccbcc.ca).

**Virtual Locum Service:** Working with [Locums for Rural BC](#) to offer a more flexible approach to locum support including linking locums with community. Communication from the program will be released soon. If you have any questions, email [info@locumsruralbc.ca](mailto:info@locumsruralbc.ca) or leave a message at **1-877-357-4757** and a locum officer will get back to you.