



Okanagan Indian Band

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MEMBER BULLETIN

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First Nations Virtual Doctor of the Day program connects members to doctors *OKIB staff will help arrange virtual appointments if required*

There is a new First Nation Virtual Doctor of the Day Program that meets the needs of those members who do not currently have a doctor, or are having trouble accessing their doctor at this time.

Due to the COVID-19 crisis, there has been an interruption to many health services. As a result, First Nations people and their families living in BC may not be able to receive or deliver the primary health care that they need. Please read the FNHA fact sheet attached to this bulletin for more information.

To ensure primary health care is accessible to all First Nations people and communities across the province, the First Nations Health Authority (FNHA) has created the First Nations Virtual Doctor of the Day Program.

It works like this:

1. Community member or OKIB Health staff call the Virtual Doctor of the Day at 1-855-344-3800 to book an appointment.
2. The community member is then given a date and time of when their appointment is going to occur.
3. If the community member already has a laptop, tablet or smartphone with internet connection, the member provides a contact number for the doctor to call at the previously set time and date.
4. If the community member does not have access to a device, the Health Team can coordinate the appointment and provide a device for the member to use for that appointment.

If you want to take advantage of the program and need assistance to book the appointment, or if you need a device to use, please contact:

Delaney Prevost, OKIB Licensed Practical Nurse
Monday to Friday, from 8 a.m. to 4:30 p.m.
Phone 250-309-8103 or email lpn@okanagan.org



First Nations Virtual Doctor of the Day

About the First Nations Virtual Doctor of the Day Program

Due to the COVID-19 crisis, there has been an interruption to many health services operations. As a result, First Nations people and their families living in BC may not be able to receive or deliver the primary health care that they need.

To ensure primary health care is accessible to all First Nations people and communities across the province, the First Nations Health Authority (FNHA) has created the “First Nations Virtual Doctor of the Day” Program.

Frequently Asked Questions and Answers

1. How does this service work?

This virtual program is easy to use for clients who can call a central number to schedule a visit.

This virtual visit is hosted by an application solution (Zoom) which is available to clients on their mobile phones, tablets and laptops.

This virtual call service operates seven days per week from 8:30 a.m. - 4:30 p.m. for clients currently impacted by COVID-19 who are unable to reach their regular primary care provider or do not have one.

2. What technology do I need to access this service?

You will need a laptop, tablet or smartphone with an internet connection.

You will also need a speaker on your device to speak and hear over the call.

It is recommended to use a headset, if you have one, to protect your privacy during the virtual visit.

To book an appointment, call: 1 855 344 3800.

3. Who is eligible for this service?

All BC First Nations citizens and their family members living on reserve and away from home (off-reserve).

4. How can I access this service?

Each “First Nations Virtual Doctor of the Day” visit is coordinated by one member of a team of Medical Office Assistants (MOA) who enables the type of virtual visit required. All appointments outside of this service will need to be scheduled with the provider and client. (See page 2 for further instructions.)

The goal of the First Nations Virtual Doctor of the Day program is to provide virtual primary health care support to BC First Nations citizens and their families as well as health care providers.

Please note: If you have an existing doctor or nurse practitioner, please reach out to them first to arrange a scheduled appointment. If you do not have an existing relationship/attachment with a doctor or nurse practitioner, then go ahead and make an appointment with the “First Nations Virtual Doctor of the Day” program.

How to Access Service

VIA LAPTOP

Step 1:

Download Zoom app and install it onto your laptop. You will need an internet connection.

<https://zoom.us/>



Step 2:

Make sure your microphone is turned on.



Step 3:

Use a headset or earpods to avoid echos and protect your privacy.



VIA SMART PHONE OR TABLET

Step 1:

Download Zoom app from the App Store or Play Store. Open the Zoom app.



Step 2:

Make sure your microphone is turned on.



Step 3:

Use a headset or earpods to protect your privacy.



VIA PHONE



Toll-free 1-855-344-3800