



# Vancouver Coastal

## 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