



Real-Time Virtual Support

PRA-BC Centralized Orientation – RTVS

September 22, 2025: 2:45 – 3:05pm

Presented by: Dr. Caroline Walker & Shana Schiopu

Land Acknowledgement

This presentation is being brought to you
from the traditional territory of the Haida
(Masset, BC) and the territories of the
Musqueam, Squamish and TsleilWaututh
First Nations (Vancouver, BC)

Rural medicine looks different



St. Paul's Hospital, Vancouver, BC

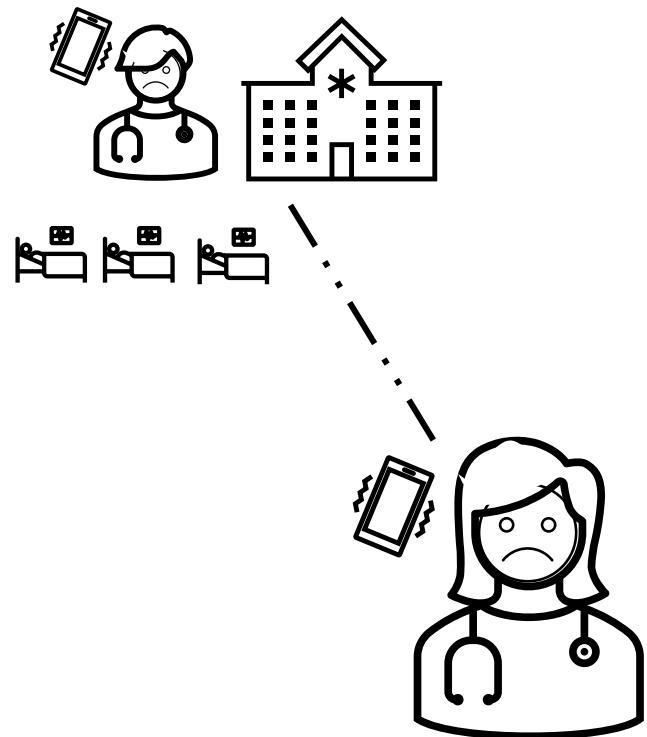


Takla Landing, BC

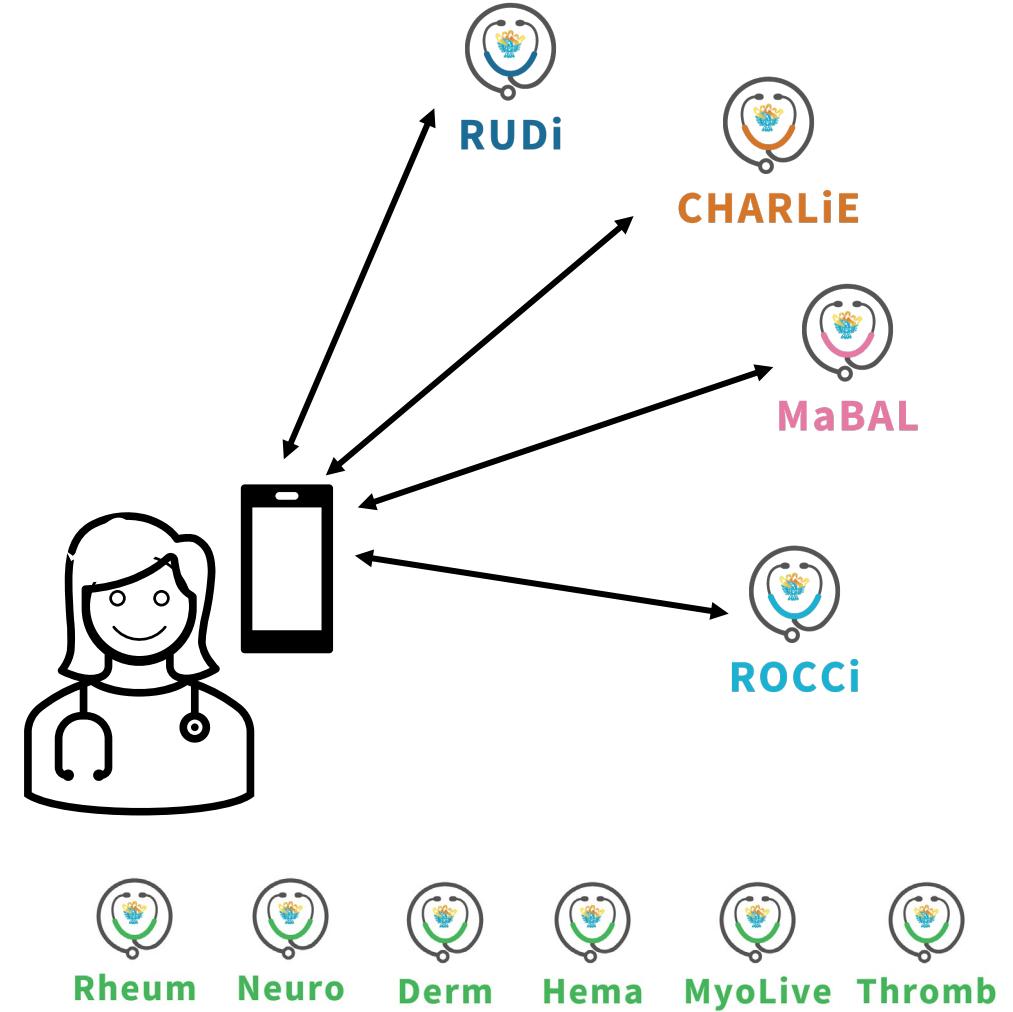


Takla Landing Health Centre, Takla Landing, BC

Then vs now: Changing the culture through RTVS



VS





Real-Time Virtual Support Pathways

For rural health providers, friendly clinical help is just a click or call away.

Real-Time Virtual Support (RTVS) pathways are here to help for all urgent and non-urgent situations — including case consultations, second opinions and ongoing patient support, patient transport coordination, point-of-care ultrasound, and simulations. All you need is a Zoom licence, or telephone line.

Instant Access Pathways

RUDi, MaBAL and CHARLiE, available 24/7.

RUDi | Emergency
Add Zoom contact: rudi1@rccbc.ca
Phone: 236-305-9302

MaBAL | Maternity & Newborn
Add Zoom contact: mabal1@rccbc.ca
Phone: 236-305-7364

CHARLiE | Pediatrics
Add Zoom contact: charlie1@rccbc.ca
Phone: 236-305-5352

ROCCI available 8am to 9pm.

ROCCI | Critical Care and Internal Medicine
Add Zoom contact: rocci@rtvs-bc.ca
Phone: 604-256-2728

RTVS Front Door (Virtual MOAs), available 9am to 5pm weekdays.

RTVS Front Door
Add Zoom contact: frontdoor@rtvs-bc.ca
Phone: 236-305-9302

Not sure who to call? The line is busy? Got a question? Our RTVS Front Door can help connect you with the right physician. A Zoom chat with the on-shift vMOA is a great way to reach out.

Visit rccbc.ca/rtvs to get started!

Please do not email the RTVS Pathway Zoom contact email addresses, provided above. Messages sent to these addresses will not be received. Please contact RTVS Technical Support if you need assistance at virtual@rccbc.ca.

Quick Reply Pathways

Available weekdays during office hours. Please visit the RTVS Quick Reply section from rccbc.ca/rtvs for additional information on how to connect.

Derm | Dermatology
Add Zoom contact: rrderm@telus.net
Phone: 604-266-5353

Thromb | Thrombosis
Add Zoom contact: thrombosis-clinic@rccbc.ca
Phone: 604-655-1758

Rheum | Rheumatology
Add Zoom contact: rheum.vmoa@rccbc.ca
Phone: 250-999-3222

Hema | Hematology
Add Zoom contact: hematology@rtvs-bc.ca
Phone: 250-857-5342

Neuro | Neurology
Add Zoom contact: neurology@rtvs-bc.ca
Phone: 604-558-0833

myoLIVE | Myofascial Pain
Add Zoom contact: info@anatomicmedicine.org
Phone: 250-744-6334

Oncology
Add Zoom contact: pamedical_rtvs@protonmail.com
Phone: 236-305-6300

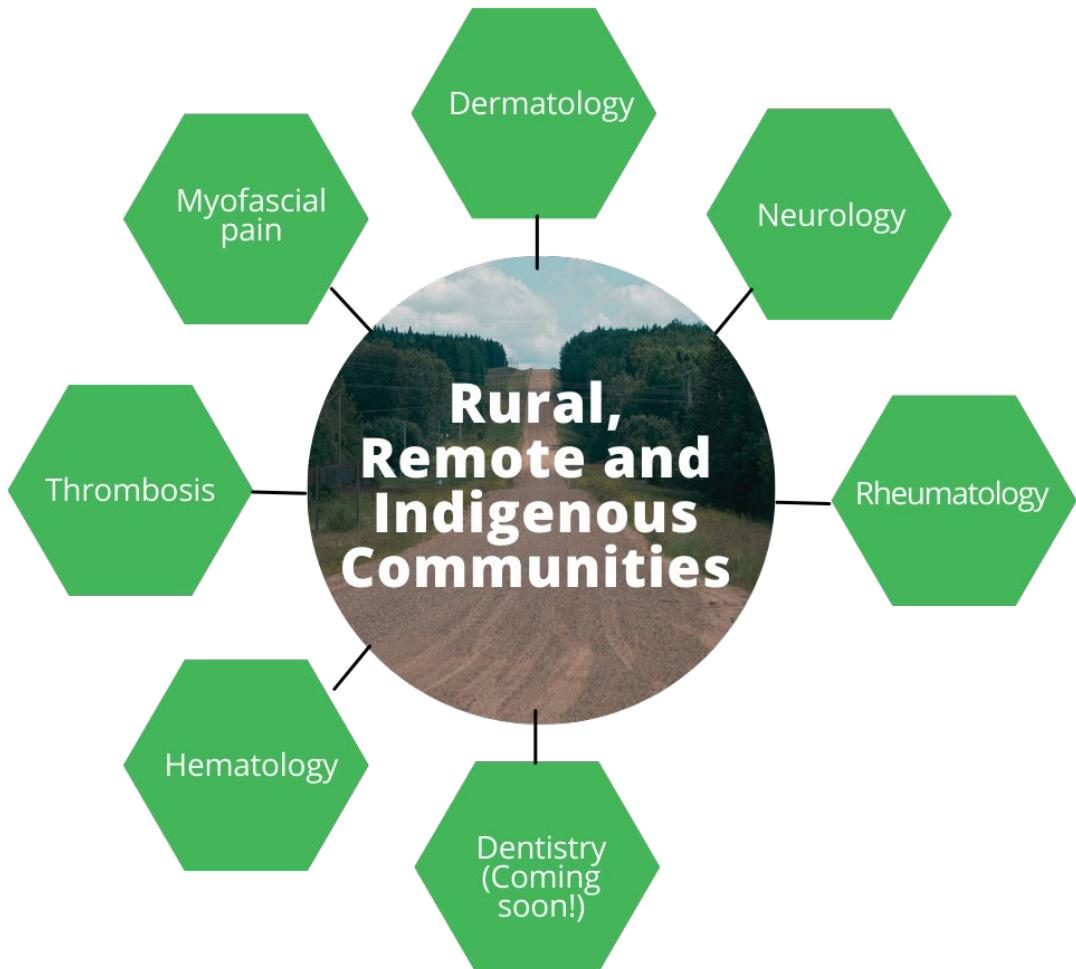
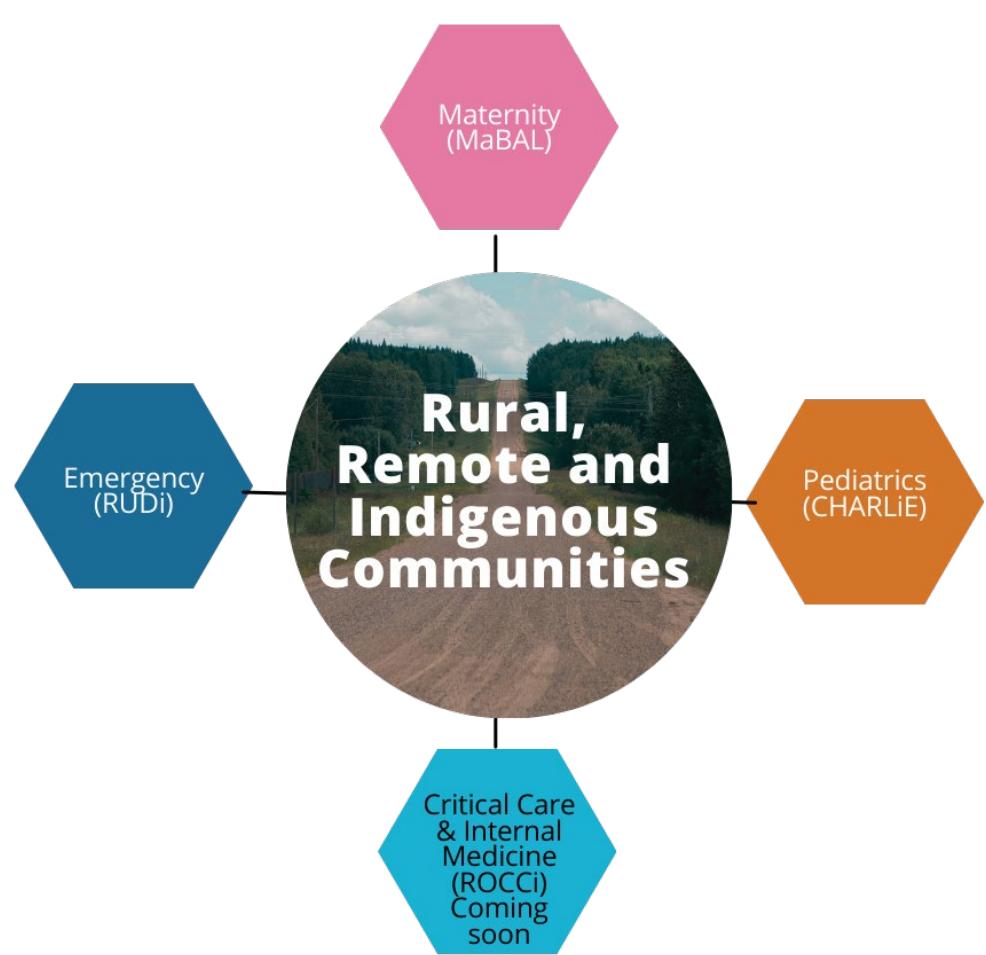
POCUS | Point of Care Ultrasound
Add Zoom contact: virtual-pocus@rtvs-bc.ca
Phone: Visit Zoom for #

Pharmacists
Add Zoom contact: pharmacists@rtvs-bc.ca
Contact through Zoom



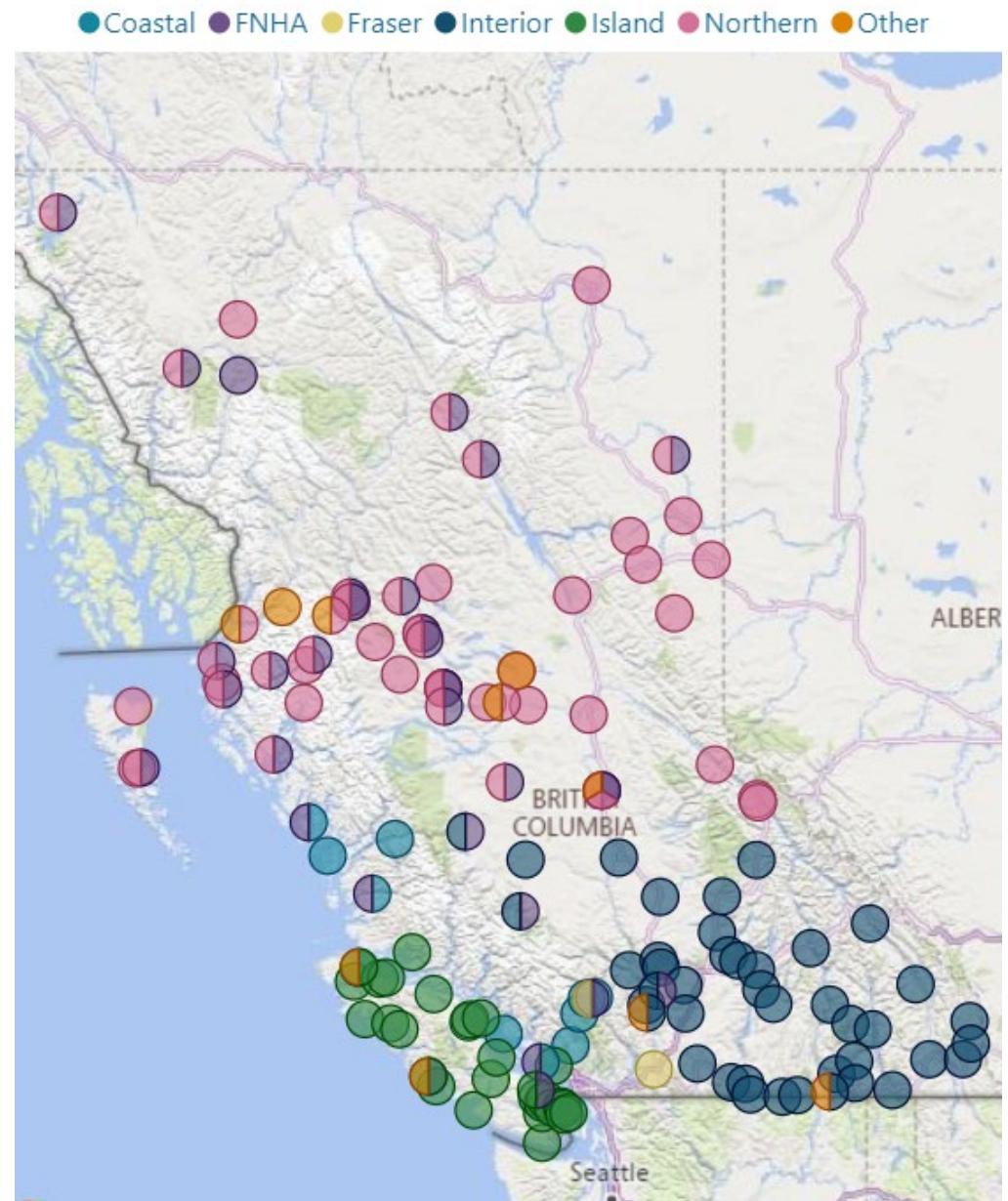
Scan for RTVS quick links,
such as encounter feedback,
poster downloads and more!

RTVS Provider Supports at a Glance



Support Across the Province

- 152 unique communities served
- 72% of calls originate from Northern BC
- 8 out of 10 sites with the highest utilization are First Nation communities
- Peer-to-peer pathways received an average of 66 calls daily over the last 30 days
- 66% of peer-to-peer calls come from staff in Nursing Station
- Over 250 Virtual Physicians across all pathways, over 100 for peer-to-peer support



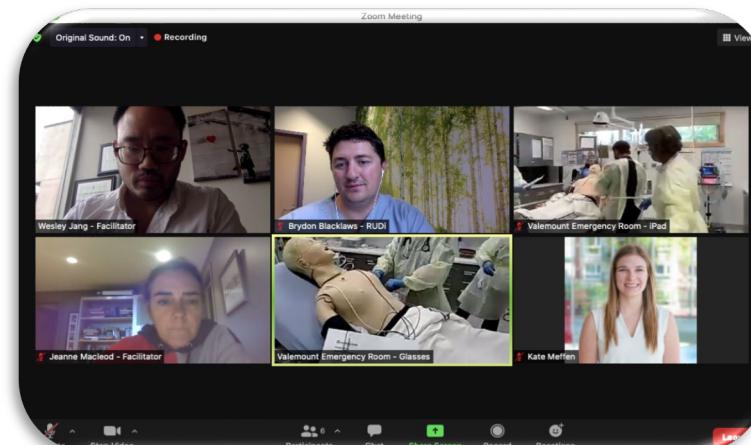
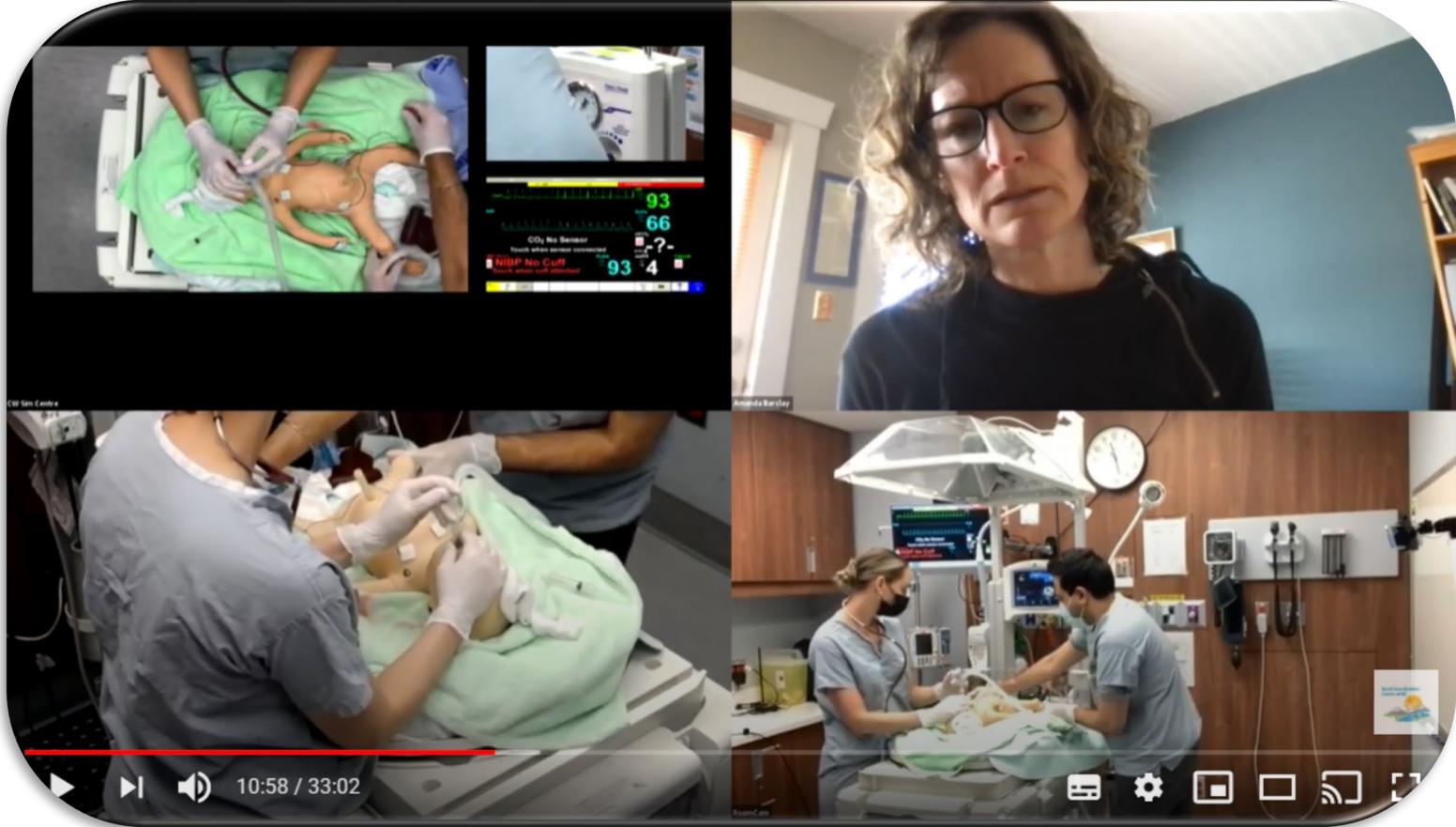
RTVS Tech Demo



RTVS Simulations

CME certified, multi-modular program to help healthcare professional integrate RTVS into their clinical practice through simulations. This program is provided at no cost to participants, is available for all rural community and residency sites in British Columbia. Sample cases include:

- Pediatric head trauma
- Diabetic ketoacidosis
- Hip fracture
- Pneumosepsis



Provider support case study #2

Kootenays - Apr. 2022



Family arrives at rural ER with one-month-old baby in cardiac arrest

“ Within 10 minutes of arrival to the ER, I was able to connect with one of the pediatricians through CHARLIE. I was able to put him up on the screen. You just had to be there to see the calm that came into the room when his face showed up on the screen. He then graciously and supportively guided us through the resuscitation of the babe until the patient was stable.

-- Rural ER doctor



<https://rccbc.ca/our-work/reap/>

REAP Funding for Rural Physicians



- Advanced Skills & Training
- Rural Skills Upgrade
- New Rural Physician CME
- Rural Locum CME
- Closer to Home CME
- Rural Leadership Development



New Rural Physician CME

Funding for new rural physicians practicing within RSA Communities

- ACLS Recertification – reimbursement of the course fee to a maximum of \$350; and
- Reimbursement of the course fee for one additional course to a maximum of \$1,000.
- Roundtrip travel up to \$1,000
- Reimbursement of accommodation expenses up to \$200/night for up to three nights.





