



# **PRA-BC Centralized Orientation – Real-Time Virtual Support**

## **July 6, 2026**

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# Conflict of Interest Disclosure

**Dr. Brydon Blacklaws** – Nothing to declare

**Shana Schiopu** - Nothing to declare

# Learning objectives

**Recognize** the unique challenges of providing care in medically isolated communities

**Identify** the types of Real-Time Virtual Support pathways that are available

**Describe** what to expect when calling RTVS

**Determine** the steps to take to call RTVS by phone or Zoom

# Land Acknowledgment

We are honoured to be joining from the traditional, unceded lands of the Tla'amin Nation as well as the Musqueam, Squamish and Tsleil-Waututh Nations.



**Real-Time  
Virtual Support**  
HYBRID HEALTH NETWORK

# First Nations and Rural Communities

## Patient-facing pathways

First Nations  
Virtual Doctor  
of the Day

First Nations  
Substance Use  
and Psychiatry  
Service

8-1-1

Advice from nurses  
available 24/7 with virtual  
physician (HEIDI) and  
pharmacist support  
pathways

NH Virtual  
Primary  
Care  
Clinic

## Peer pathways

Instant Access  
Pathways for  
Providers

Emergency (RUDI)  
Critical Care and Internal  
Medicine (ROCCI)  
Maternity and Newborn  
(MaBAL)  
Pediatrics (CHARLIE)

Virtual  
Emergency  
Room Rural  
Assistance  
(VERRa)

Supporting rural  
emergency department  
providers

Quick Reply  
Pathways for  
Providers

Dermatology POCUS  
Thrombosis Oncology  
Myofascial pain Pharmacists  
Rheumatology SCI Nav  
Hematology Orthopedics

First Nations  
Real-time  
Access  
Nursing-  
Primary Care  
Integrated  
Network  
(FRANCINE)

Primary Care for  
Tsimshian Nations

Clinical  
Liaison And  
Resource  
Assistance  
(CLARA)

Nurses supporting  
nurses in NH

## Consultation to Conversation (C2C) program



Three way conversations between  
specialists, primary care team and  
patients.

Providers in rural, remote and First  
Nations communities and their  
patients have improved access to  
care, enhancing health equity in  
British Columbia.

Patient



Primary Care  
Provider

Specialist

Cardiology  
Internal Medicine  
Pediatrics  
Psychiatry  
Rheumatology  
Infectious Disease  
SCI-Nav (Spinal Cord Injury  
Navigation — physiatry)

## Partnership Pentagram Plus

Policymakers, health administrators, health professionals, academics,  
community members and linked sectors



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# Edge Communities

## Edge Communities

RSA "A" subgroup  
+ Small CHSAs  
+ Nursing Stations



Rural &  
Remote  
Communities  
in BC

Non-Rural & Remote  
Communities in BC



# Rural Medicine Looks Different



St. Paul's Hospital



View of Takla Landing  
from air



Inside Takla Health Centre

# Culture of RTVS

Friendly “How can I help?” support

Rurally relevant  
 (“Edge-first”)

Culturally safe



**Real-Time  
Virtual Support**



# Where is RTVS now?

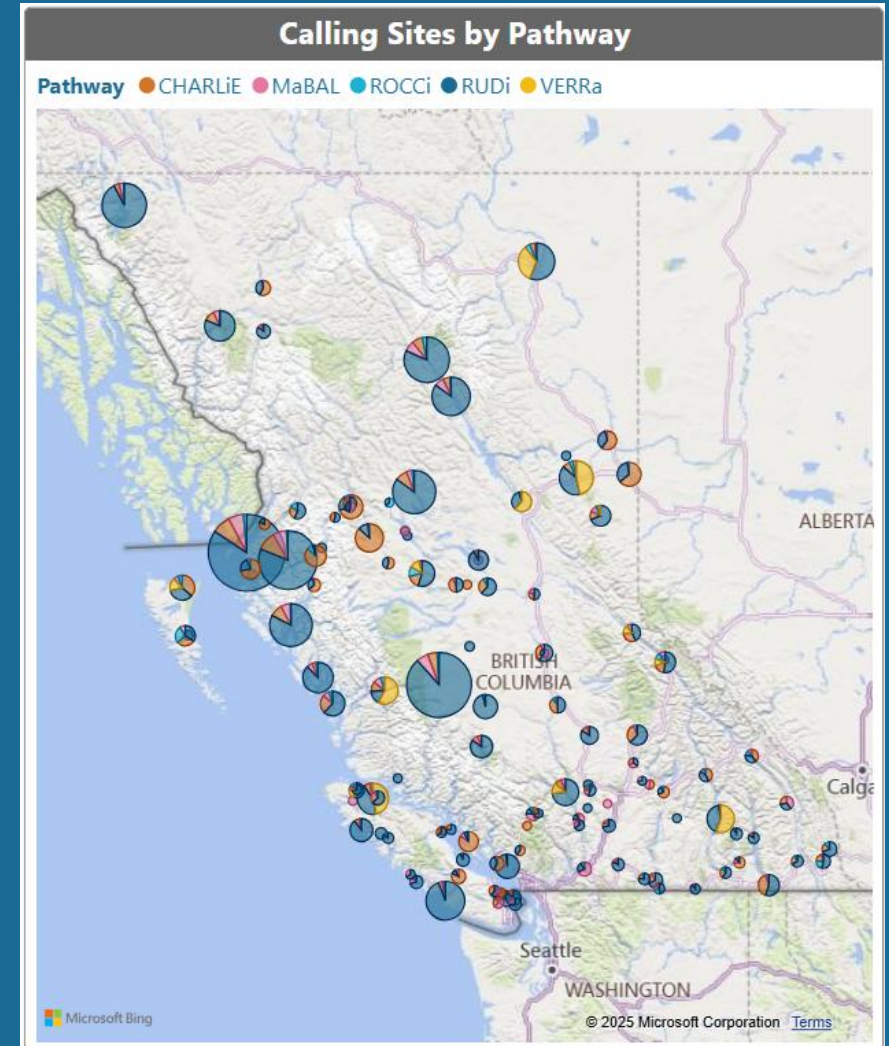
Serving 168 rural, remote and First Nations Communities. A total of 115 of these communities are RSA-A communities – the most medically isolated.



Rural  
Coordination  
Centre  
OF BRITISH COLUMBIA



Real-Time  
Virtual Support





# Real-Time Virtual Support Pathways

A Hybrid Health Network for First Nations, Rural and Remote Communities

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

**Front Door (Virtual MOAs): weekdays, 9am-5pm.**

Not sure who to call? The line is busy? Got a question? The Front Door can connect you with the right physician. Reach out via phone or Zoom chat.



**Front Door**  
VIRTUAL MEDICAL  
OFFICE ASSISTANT

Add Zoom contact:  
**frontdoor@rtvs-bc.ca**  
Phone: 236-305-9302

**RUDi, MaBAL & CHARLiE: all week, 24/7.**



**RUDi**  
EMERGENCY

Add Zoom contact:  
**rudii@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: all week, 8am-9pm.**



**ROCCi**  
CRITICAL CARE &  
INTERNAL MEDICINE

Add Zoom contact:  
**rocci@rtvs-bc.ca**  
Phone: 604-256-2728

## Quick Reply Pathways

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



**Derm**  
DERMATOLOGY

Add Zoom contact:  
**rrderm@telus.net**  
Phone: 604-266-5353



**Throm**  
THROMBOSIS

Add Zoom contact:  
**thrombosis-clinic@rccbc.ca**  
Phone: 604-655-1758



**Rheum**  
RHEUMVISON /  
RHEUMATOLOGY

Add Zoom contact:  
**rheum.vmoa@rccbc.ca**  
Phone: 250-999-3222



**Heme**  
HEMATOLOGY

Add Zoom contact:  
**hematology@rtvs-bc.ca**  
Phone: 250-857-5342



**Oncology**

Add Zoom contact:  
**pamedical\_rtvs@protonmail.com**  
Phone: 236-305-6300



**myoLIVE**  
MYOFASCIAL PAIN

Add Zoom contact:  
**info@anatomicmedicine.org**  
Phone: 250-744-6334



**Pharma**  
PHARMACISTS

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



**POCUS**  
POINT OF CARE  
ULTRASOUND

Add Zoom contact:  
**virtual-pocus@rtvs-bc.ca**  
Phone: Visit Zoom for #



**Ortho**  
ORTHOPAEDICS

Add Zoom contact:  
**orthopaedics@rtvs-bc.ca**  
Contact through Zoom



**SCI Nav**  
SPINAL CORD INJURY  
NAVIGATION

Add Zoom contact:  
**sci-nav@rtvs-bc.ca**  
Contact through Zoom



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

**Visit [rccbc.ca/rtvs](http://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 at [virtual@rccbc.ca](mailto:virtual@rccbc.ca) or for general inquiries contact [info@rtvs-bc.ca](mailto:info@rtvs-bc.ca).



# RTVS Tech Demo



# Case study: RUDi and ROCCi team up to save patient in remote community

“It became very real, very quickly, because they determined we would run out of the medicine that is keeping this person alive at 4 a.m.”

—Dr. Ian Warbrick



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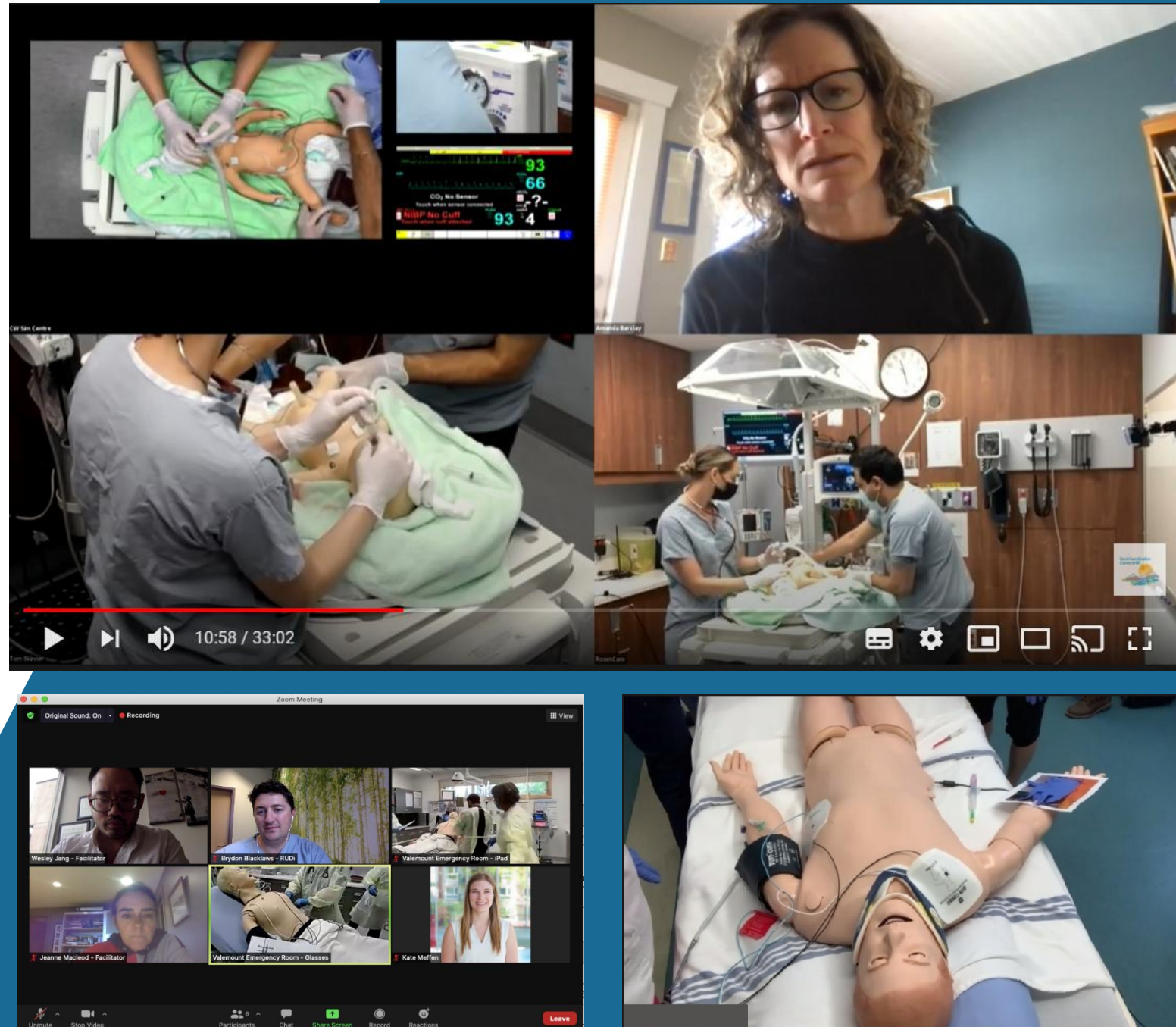


# RTVS Simulations

Different types of simulation support are offered through UBC CPD:

**Supported:** Your community or organization is in the process of coordinating a simulation which includes an RTVS component with a dedicated RTVS Provider scheduled to support the session.

**Coordinated:** Your community or organization is interested in offering simulation education featuring an RTVS call, and you would like the support of the UBC CPD team to coordinate the education.



# Thank you and discussion

Any questions? Reach out anytime!



RTVS on the  
RCCbc website



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