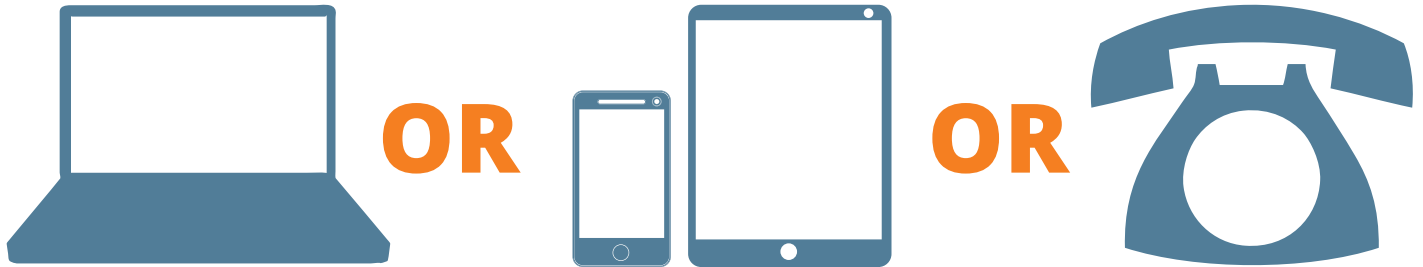




First Nations Health Authority
Health through wellness

Do you need to see a doctor?

Introducing the First Nations Virtual Doctor of the Day



The First Nations Health Authority (FNHA) has launched a new program to enable more First Nations people to access primary health care closer to home – or in this case – actually in the home!

The First Nations Virtual Doctor of the Day program is for First Nations people and their family members who do not have access to a doctor or who may have lost access due to the COVID-19 crisis.

About the doctors

Each doctor who participates in the First Nations Virtual Doctor of the Day program is evaluated by an adjudication committee in partnership with the Rural Coordination Centre of BC. Doctors need to apply and be accepted into the program. Priority is given to doctors of Indigenous ancestry and doctors with positive working relationships with First Nations people and their families. All participating doctors are trained to follow the principles and practices of cultural safety and humility.

How to set up an appointment

If you do not have a doctor or nurse practitioner or you cannot connect with your usual care provider, call **1.855.344.3800** to book an appointment with the First Nations Virtual Doctor of the Day.

A Medical Office Assistant will connect you to a doctor using the Zoom video conferencing app. It is best if doctors can see patients using video conferencing. However, if a person has no internet access, or does not have safe access to a computer or mobile phone, the program can arrange for a phone appointment.

The free service is available seven days a week from 8:30 a.m. - 4:30 p.m.

To allow those in greatest need to access the service, the FNHA encourages clients with existing primary care providers to continue to connect with those providers.

To learn more about the program before making an appointment, visit fnha.ca/virtualdoctor



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How to set up an appointment with the First Nations Virtual Doctor of the Day

If you do not have a doctor or nurse practitioner, or cannot connect with your usual care provider, call 1.855.344.3800 to book an appointment.

There are three ways to attend an appointment:

ON A LAPTOP

Step 1



Download the 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 ear pods to avoid echoes and protect your privacy.

ON A SMART PHONE OR TABLET

Step 1



Download the 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 ear pods to avoid echoes and protect your privacy.



BY PHONE

It is best if doctors can see patients using the video conference app. However, if you have no internet access or do not have safe access to a computer or mobile phone you can arrange a phone appointment. Call toll-free **1.855.344.3800**