

First Nations Virtual Doctor of the Day

The First Nations Health Authority (FNHA) created the First Nations Virtual Doctor of the Day program to make primary health care easily accessible to First Nations people across British Columbia.

If you or your family members do not have access to a doctor, or have lost access because of the COVID-19 pandemic, call **1.855.344.3800** to book an appointment with the Virtual Doctor of the Day in your region.

All First Nations people who live in BC are eligible for this service – and so are their family members, even if those family members are non-status. There are no age limits.

Frequently Asked Questions

1. How are doctors chosen for the program?

Doctors need to apply to 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 are trained to follow the principles and practices of cultural safety and humility.

2. How do I book an appointment?

Call **1.855.344.3800**. A Medical Office Assistant (MOA) will answer your call and ask for your name, Personal Health Number OR status card number, birthdate and address. The MOA will match you with an available doctor in your area.

If you have email, the MOA will send you a Zoom invitation to attend your appointment. At your appointment time, all you need to do is click on the link in your invitation to launch the Zoom video app in your internet browser.

3. Do I need a computer to book an appointment?

No. Your MOA will schedule a telephone appointment if you do not have access to a computer or wi-fi where you live.

4. What are the service hours?

You can book an appointment seven days per week from 8:30 a.m. to 4:30 p.m. The MOA will try to book an appointment time that fits your schedule.

5. Is my privacy protected?

Yes. The program uses Zoom for Healthcare, which has added privacy for medical appointments. Video and audio appointments are not recorded or saved. Zoom for Healthcare is approved by the BC Ministry of Health and the Provincial Health Services Authority. Please read our **Frequently Asked Questions** about how the First Nations Virtual Doctor of the Day program protects your privacy during Zoom appointments.

6. Will this service still be available after the COVID-19 crisis ends?

The FNHA hopes to make this a permanent service. The program is currently funded until the spring of 2021.



Need to See a Doctor?

Call the First Nations Virtual Doctor of the Day service at 1.855.344.3800

With a computer, phone or tablet connected to wi-fi

STEP 1	STEP 2	
 <p>Call 1.855.344.3800 to talk to a Medical Office Assistant and book your appointment. You will receive an email to confirm your appointment.</p>	 <p>Computer or Laptop</p> <p>When it is time for your appointment, click on the Zoom video conference link in the email to launch the Zoom app.</p>	 <p>Smart Phone or Tablet</p> <p>Download the Zoom app from the App Store or Play Store. When it is time for your appointment, click on the Zoom video conference link in the email to launch the Zoom app.</p>
<p>Helpful Zoom tips</p>	 <p>If the doctor can't hear you, unmute your microphone in the Zoom app.</p>	 <p>Use a headset or earpods to remove echoes and protect your privacy.</p>

Over the telephone (no wi-fi connection)

STEP 1	STEP 2
 <p>Call 1.855.344.3800 to book your appointment. Let your Medical Office Assistant know that you need to make a telephone appointment.</p>	 <p>The doctor will call you when it is time for your appointment</p>

Hours are from 8:30 a.m. to 4:30 p.m., 7 days per week.