



BC FAMILY DOCTORS

Your Specialists in Primary Care.

ACTIONS AND ACHIEVEMENTS

COVID-19 PANDEMIC

ECONOMICS – BILLING CHANGES

Expanded use of telemedicine	Worked with Doctors of BC to expand the use of telehealth for family physicians
COVID-19 Office Visit fee code	Initiated new fee codes for office visits for treating suspected or active COVID-19 patients: one fee code for visit with test; one fee code for visit without test.
Age differential added to Telehealth fees	Worked with MSP to create age-adjusted telehealth fee codes that have the same value as the in-person fee codes for visits, counselling and consultations
Billing for long-term care facility and palliative care facility visits	Worked with MSP to create a mechanism for physicians to bill for care delivered via telehealth to patients in long-term care and palliative care facilities.
Billing for labour and delivery when an emergency caesarean section is done	Worked with MSP to create the option for physicians to bill for labour and delivery care (14109) in circumstances where the family physician cannot attend the caesarean section due to COVID-19 restrictions in the OR
Billing for in-hospital consultations and visits by telehealth	Worked with MSP to create a mechanism for physicians to bill for care delivered via telehealth to patients in hospital
Business cost premium expansion to Telehealth fee items	Advocated for expansion of the Business Cost Premium to apply to telehealth fee codes.
New GPSC fee codes for communication and delegation	Worked with Doctors of BC and Ministry of Health representatives at GPSC to create new fee codes for delegated patient management via telehealth, email/text/telephone medical advice relay or re-RX, and communication with a specialist and/or allied care provider.
Expanded use of telehealth for Chronic Disease Management fee codes	Worked with Doctors of BC and Ministry of Health representatives at GPSC to change the CDM fees and Personal Health Risk Assessment fee to allow for care to be provided by Telehealth.
Expanded use of telehealth for GPSC Planning fees and Mental Health Management	Worked with Doctors of BC and Ministry of Health representatives at GPSC to change the GPSC planning fees and Mental Health Management fee to allow for care to be provided by Telehealth.

PRACTICE RESOURCES AND SUPPORTS

“The Doctor is In” guide for expanding in-person care in community-based physician offices	Partnered with Doctors of BC, the BC College of Family Physicians, and South Island/Victoria Divisions of Family Practice to create a recommendations guide written by family physicians for physicians to safely re-open their offices, based on WorkSafeBC, PHO, College and BCCDC guidance.
Billing Webinar on COVID-19 Telehealth services	Hosted joint webinars with GPSC on billing for telehealth services in COVID-19, including age-adjusted telehealth fees.
Billing FAQ document	Created a Billing FAQ document to address most common billing questions during the COVID-19 pandemic. Available for download on BC Family Doctors website.
“What are Essential Services in Primary Care Services?” resource	Created a one-page reference for family physicians outlining the prioritization of essential services in primary care, based on BC's Pandemic Influenza Response Plan (2012).
“Beyond Essential Services in Primary Care” resource	Created a resource for family physicians expanding in-person care services, with a guiding framework to determine if care delivery should be in-patient or virtual.
“Determining Clinical Appropriateness for Virtual Care Visits” resource	Created a resource for family physicians to assist in determining the clinical appropriateness of various patient care services.
COVID-19 Employer Sick Note	Created a standardized COVID-19 sick note for employers, based on recommendations from the Provincial Health Officer and the BC Center for Disease Control recommendations.
“Feeling Worried About Returning to Work During COVID-19?” Resource for Patients	Created a resource for patients feeling worried about returning to their workplace in the midst of the COVID-19 pandemic.
Billing Questions Service	Answered individual billing questions regarding care delivery during COVID-19
Billing Page on Website	Created and continually updated a page on the BC Family Doctors website listing temporary fee code changes related to COVID-19
COVID-19 Resources page on Website	Created a page on the BC Family Doctors website listing and linking to COVID-19 resources, information and supports - from self-care tools to physician office resources to clinical practice resources.

ADVOCACY

Employer Sick Note Advocacy	Advocated to eliminate employer requests for sick notes. Created a standardized sick note, posted on BC Family Doctors website and shared through social media to encourage use by patients.
Post-Pandemic Future of Family Medicine Think Tank	Created a 'think tank' to bring together family physicians to create recommendations for how to improve the working lives of family physicians within the current pandemic environment and envision a future for family medicine post-pandemic.
Primary Care Funding Stabilization	Advocated for primary care funding stabilization to enable ongoing care delivery by family physicians.
Telemedicine Position Statement	Created a position statement regarding "Telemedicine in Primary Care" to address the quality of care concerns regarding episodic virtual care delivery.

PHYSICIAN HEALTH AND WELLNESS RESOURCES

Physician health and wellness resources and supports	Collated and linked to a variety of self-care resources and tools for physicians.
Self-Care Tips for Family Physicians during COVID-19	Created a one-page resource providing self-care tips and strategies for family physicians during COVID-19.
Mindfulness Tools for Family Physicians	Created cell phone and desktop-downloadable mindfulness tools for family physicians to support mental and emotional well-being during COVID-19.

COMMUNICATION AND MEMBER ENGAGEMENT

Social Media launch	Launched BC Family Doctors social media channels (Instagram, Twitter) to promote the work of organization and the role of family physicians as specialists in primary care
Healthcare Humans campaign	Created a social media campaign to promote family physicians as '#HealthcareHumans', depicting the many roles of family physicians.
COVID-19 Email Updates	Shared regular e-newsletter updates to members on billing fee code changes, practice updates, and other resources/supports related to the practice of family medicine during the pandemic.
Blog Posts and President's Letters	Shared personal messages to members via BC Family Doctors blog posts and President's Letters to support the well-being of family physicians during the COVID-19 pandemic.