



First Nations Virtual Doctor of the Day Brings Culturally Safe Care to First Nations Peoples Across B.C.

First Nations Virtual Doctor of the Day
 Your wellness. Your way. Family doctors are on call to provide culturally safe care, seven days a week.




1. Call 1-855-344-3800 to book an appointment by video or phone.
2. See a doctor as soon as today!

Learn more at [FNHA.ca/VirtualHealth](https://fnha.ca/VirtualHealth)

First Nations Health Authority
Health through wellness

First Nations people and their family members

who do not have regular access to a family doctor or nurse practitioner now have more convenient and culturally safe options to support their everyday health-care needs. The First Nations Health Authority (FNHA) has developed the First Nations Virtual Doctor of the Day service to ensure that First Nations people and their families can receive culturally safe primary care over the phone or online through video conferencing, no matter where they live in B.C.

In addition, the FNHA has a First Nations Virtual Substance Use and Psychiatry Service...

which provides access to specialists in addictions medicine and psychiatry. Between October 2020 and August 2021, Virtual Doctor of the Day provided care to more than 4,000 clients across B.C. and since its launch in August 2020 with funding from the Province, the Virtual Substance Use and Psychiatry Service has supported over 1,900 virtual visits with more than 650 clients.

Virtual Doctor of the Day was launched by the FNHA in April 2020 with funding from the Province, to support First Nations people and their families during the COVID-19 pandemic. Through this program, patients who do not have a family doctor or nurse practitioner – or have limited access to one – can call 1 855-344-3800 to book an appointment. People have the choice to speak to the doctor either over the phone or online using video conferencing for a virtual face-to-face experience. It is available seven days a week from 8:30 a.m. to 4:30 p.m. All First Nations people who live in B.C. and their family members can use this service, including family members who are not Indigenous.

The program service currently includes over 30 family doctors from across B.C. with about one-third being of Indigenous ancestry. All participating physicians receive training in cultural safety and humility.

Virtual Doctor of the Day started as short-term pilot program and has now grown into a successful service. Ninety-five per cent of people who attended appointments have reported that they are pleased with the service and would recommend it to others.



Bobbi Tatoosh, Hupacasath First Nation, First Nations Health Authority Virtual Doctor of the Day Patient Experience.

Bobbi Tatoosh is [a patient](#) who had been managing health issues for years and decided to try the service.

“[The doctor] listened to everything I was saying and asked directly what I needed to get out of this appointment. Everything I was hoping for, he did. [He] made me feel so welcomed ... I was listened to and someone actually cared about treating my issues. It was the most respectful experience I’ve had with a doctor,” says Tatoosh.

The physician referred Bobbi to a specialist who recognized that her condition was an emergency and she had an operation soon after. For people who are considering using the service, she says, “Know that the FNHA has great doctors who are considerate and caring... it is a simple process and I recommend it to everyone.”



Bobby White, Snuneymuxw First Nation, First Nations Health Authority Virtual Doctor of the Day Patient Experience.

Another patient, Bobby White, [also shared his experience](#). He was ill and his mother suggested calling in to the Virtual Doctor of the Day program. Bobby says the doctor went above and beyond, called a hospital and made the necessary arrangements for him.

Reflecting on the experience, Bobby says, “It made me feel really safe, [I could] call from my house to talk about my issues, share and express without feeling judged as well.” He adds, “The doctors asked more questions like how long things have been going on and really cared for me. It was really easy to use, fast and interactive.”

Learn more

Visit the [FNHA website \(fnha.ca/virtualdoctor\)](https://fnha.ca/virtualdoctor) to learn more about how to book a Virtual Doctor of the Day appointment. If you’re a health-care professional interested in joining the program, more information is available [here](#).

We welcome your input and feedback. Contact us at: MOHNewsletter@gov.bc.ca