

Site-Specific Orientation Guide

Vernon Jubilee Hospital



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WELCOME TO Vernon B.C.

Welcome to Vernon, a vibrant community nestled in the sun-drenched North Okanagan region. Known for its relaxed lifestyle and exceptional outdoor activities, Vernon stands out as one of British Columbia's most varied communities. This charming locale is encircled by three picturesque lakes: Okanagan, Kalamalka, and Swan, all situated within British Columbia's Okanagan Valley, a sought-after area in Canada for both living and visiting.

ABOUT VERNON:

ACCESS

Vernon is conveniently located 4.5 hours by car from Vancouver and the Pacific Ocean. It is also just three hours north of the Washington State border in the United States. We are 30 minutes from YLW Kelowna International Airport for easy access by plane to other areas of the province, country, and international destinations.

POPULATION & CLIMATE

As the central hub of the North Okanagan, Vernon boasts a population of approximately 47,000 residents. It is surrounded by a collection of small, welcoming communities, including Coldstream, Armstrong, Spallumcheen, Enderby, and Lumby. These communities, along with various unincorporated areas, form the Regional District of North Okanagan. The larger Okanagan Valley region is home to more than 400,000 people and is renowned for its long, warm summers and mild winters, making it a perfect destination for those seeking an inviting climate year-round.

MEDICINE

Vernon falls within the boundaries of the Interior Health Authority, one of five Health Authorities throughout our province. Our city offers a unique blend of professional opportunities and lifestyle benefits that make it an attractive destination for physicians seeking balance. The city boasts a 200 bed hospital with all major specialties and diagnostics including MRI. There are long term care and palliative care facilities, and of course many private practices. Primary care physicians and nurse practitioners are supported by publicly-funded wrap-around team-based care through the Primary Care Network. The proximity to Kelowna, a larger metropolitan hub with a tertiary care hospital, ensures access to sub-specialized medical services, advanced training, and professional development.



WELCOME TO Vernon B.C.



RECREATION

One of the most enticing aspects of life in Vernon is the abundance of outdoor activities set against the backdrop of stunning natural beauty.

In the warmer months (yes, this includes March!), physicians can enjoy world-class golf courses such as Predator Ridge and The Rise, which offer challenging play and spectacular views. The region's extensive hiking and mountain biking trails provide endless exploration opportunities and Silver Star Mountain Resort, starting in June every year, offers world class lift-access downhill and xc mountain biking. Encircled by 3 warm lakes, on-water opportunities also abound.

Winter sports enthusiasts will find paradise at Silver Star Mountain Resort and Sovereign Lake Nordic Club, renowned for their skiing and snowboarding facilities. Sovereign Lake boasts one of the longest nordic seasons on the continent and frequently acts as host to many national team training camps.

WINE COUNTRY

Vernon is part of the celebrated Okanagan wine country, home to countless wineries producing award-winning wines. You can enjoy tours and tastings at local vineyards, immersing yourselves in the art of winemaking. The region's culinary scene complements its wine offerings, with an array of restaurants serving local and international cuisine. The combination of fine dining and exquisite wines creates a vibrant social scene perfect for unwinding after a busy week.

EDUCATION

Vernon boasts both public and private elementary and high schools, ensuring quality education for children of all ages. Additionally, Okanagan College offers post-secondary education options, while the University of British Columbia's Okanagan campus is just a 30-minute drive away. This proximity allows for continued education and professional development opportunities for physicians and their family members.

COME FOR A VISIT, STAY FOR A LIFETIME

Vernon is known for its friendly, welcoming community. The area's blend of urban and rural lifestyles offers a perfect setting for raising a family. With a low crime rate, excellent healthcare services, and a focus on community well-being, Vernon is a safe and nurturing environment. Local events and festivals, such as the Vernon Winter Carnival and the Okanagan Spring Wine Festival, foster a strong sense of community and provide opportunities for social engagement.

From its breathtaking natural landscapes to its robust community amenities, Vernon presents a compelling case for medical professionals seeking a fulfilling work-life balance.

Where to Start

First Steps

1) You must seek registration and adequate standing with the College of Physicians and Surgeons of British Columbia (CPSBC). www.cpsbc.ca/

2) Acquire and maintain medical malpractice insurance through Canadian Medical Protective Agency (CMPA) www.cmpa-acpm.ca



Next Steps

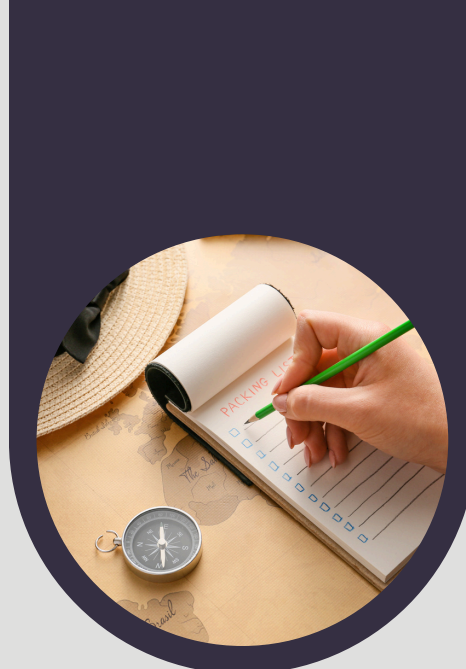
3) Enrolment within BC Medical Service Plan (MSP) to receive an individual billing number.

4) Complete credentialing process for Interior Health (IH) to obtain/maintain provisional or active hospital privileges at Vernon Jubilee Hospital (VJH).

*If you are a community-based physician in a private clinic not wanting any involvement with facility-based care, this step may not be necessary.



Getting Started **CHECKLIST**



After completing your initial registration steps, these next steps are important to ensure you have a smooth transition to working at our site! More information is linked for each item throughout this document.

☒ Meditech Access

You will receive an email from your site's Credentialing & Privileging contact that includes your user ID and instructions on how to set up your access approximately 14 days prior to your start date. If you do not receive an email, or have questions, the Service Desk (1-855-242-1300) is available to assist you with passwords and logins, setting up an IH Outlook email account for your use via webmail access, and any other computer issues.

☒ Dictation/Fluency

Interior Health uses the Meditech EMR system. There are 2 main options for getting your consult or progress note into Meditech. "Direct entry" with electronic documentation (Electronic Web Provider Documentation) or "Indirect entry" through dictation/transcription services. See Appendix A for access or email servicedesk@interiorhealth.ca for assistance.

☒ Parking

You will need to purchase a digital permit through the Hot Spot parking app on your smartphone. There are two options: Daily parking (\$3/day), or monthly parking (\$30/month). Enter 4055 into the Meter/Zone Number (for physician lots) for daily parking. Monthly permits will need to be set up with your IH email. See more on the "Parking" page.

☒ ID Card

Visit the Medical Administrative Assistant (MAA) office to have your photo taken for your permanent security card (4 North, Jubilee/old building, Room 406) or email VJHMAA@interiorhealth.ca to set up a time to stop by their office. You will be provided with a temporary badge in the meantime.



NAVIGATING: Vernon Jubilee Hospital

Overview

Vernon Jubilee Hospital (VJH) falls within the North Okanagan health service area of the Interior Health Authority (IHA) and is responsible for providing core medical and surgical specialty services to patients throughout its service area. VJH offers services including core physician specialties, 24 hour emergency and trauma services, ICU, and obstetrical care.

Layout: Old & New

The original cottage hospital opened in 1897 and has morphed and evolved with time, like most other health care facilities.

VJH is now a combination of two main buildings:

The **Jubilee Building**, known affectionately as the “old building”, dates to the 1960's.

The “new building”, **Polson Tower**, was completed in 2011 to add support to our growing community.

These two buildings are connected and function as one hospital. The Jubilee building has 4 levels, while the Polson Tower has 7.



NAVIGATING: Vernon Jubilee Hospital

The Jubilee Building

Ground Floor

West Entrance:

- Physician mail and dictation room
- Health Records
- Inpatient Psychiatry Unit
- Outpatient Physiotherapy
- Outpatient Occupational Therapy
- Pain Clinic
- Cancer Centre

South Entrance:

- Diagnostic Imaging (xray, u/s, CT, MRI, mammo, nuclear medicine)
- Orthopaedic Outpatient Clinic
- Coffee Shop - Cracked Pot
- Pharmasave Pharmacy
- Hospital Auxiliary Gift Shop
- Breezeway to Polson Tower

Level 2: 2 North

- Access: via stairwell C or elevators closest to the West Entrance
- Lab medicine/Pathology offices
- Hospitalist Lounge and On Call Room
- Nurse Educators and Computer Lab
- N95 mask “fit testing”



NAVIGATING: Vernon Jubilee Hospital

The Jubilee Building

Level 2: 2 East/West

- Access: via stairwell A or elevators closest to south entrance
- General medical wards
- Breezeway to Polson Tower

Level 3: 3 East/West

- Access: via stairwell A or elevators closest to south entrance
- Surgery inpatient ward
- Breezeway to Polson Tower

Level 3: 3 North

- Access: via stairwell C or elevators closest to the West Entrance
- 3N Medical: Geriatric medical
- 3N Psychiatry: Inpatient psychiatry- ancillary unit

Level 4: 4 North

- Access via stairwell C or elevators closest to the West Entrance
- Outpatient Diabetes Clinic and dietician
- Hospital Administration including Chief of Staff and Medical Administrative Assistants



NAVIGATING: Vernon Jubilee Hospital

The Polson Tower

Ground Floor

- Emergency Department
- Security Services
- Breezeway to the Jubilee Building

Level 2 - Outpatient Services

- Ambulatory Care Unit: outpatient procedures such as infusions, transfusions, endoscopies, cystoscopies
- Outpatient Lab
- Outpatient Cardio/Pulmonary Unit (ECGs, Holters, outpatient medicine clinics)
- Cashier & Patient Registration
- Breezeway to the Jubilee Building
- Amplified Cafe

Level 3

- Operating Room
- Surgical locker rooms
- Physician Lounge
- Anesthesia Office
- Breezeway to the Jubilee Building



NAVIGATING: Vernon Jubilee Hospital

The Polson Tower

Level 4

- Women's and Children's Health Services

Level 5

- ICU
- UBC student lounge and student administrative support
- Sacred Space

Level 6

- General medical ward
- Telemetry Unit
- Physician Dictation Room

Level 7

- General medical ward
- Inpatient rehabilitation unit
- Physician Dictation Room

Physician PARKING



You will need to purchase a digital permit through the [Hot Spot parking app](#) on your smartphone.

- if you are a medical student or resident, your parking is provided free of charge - please see your site administrator



Daily Parking

- \$3/day
- In HotSpot, choose "parking" at the bottom of the home page
- Enter 4055 into the Meter/Zone Number (for physician lots)
- See screenshots on next page



Monthly Parking

- \$30/month
- A "Special Access Permit" for a monthly pass to the physician lots needs to be added to the home page of your app. If you have an email address registered with Interior Health, (eg. You have spoken with IH privileging and are scheduled to work at our site) you should be able to set up an account automatically with the email you have been using to communicate with IH.
- If the email does not work, you will need to email IHParking@interiorhealth.ca to ensure you have an email on file with IH Parking and then this should show up as an option.
- See screenshot on [page 14](#).



Reserved Spaces

With either your daily or monthly pass, there is parking reserved for physicians in the West parking lot, the proximal end of the "Oyama lot" just across 21st Avenue to the south, and the East lot. There are also some spots reserved for "short term or on call physician use" at the bottom of the ramp near the West Entrance. These are intended for physicians coming to the site for rounds or meetings and not intended for all day use. Physicians may also park in any general staff-designated parking areas.



Bike Parking

The Bike Cage is located on the east side of the Jubilee building. In addition to the secure cage, there are several non-secure bike racks available at the following locations:

- West Entrance
- Emergency Department Entrance
- Polson Level 2 Entrance

See screenshot on [page 15](#).

Hot Spot - Parking App



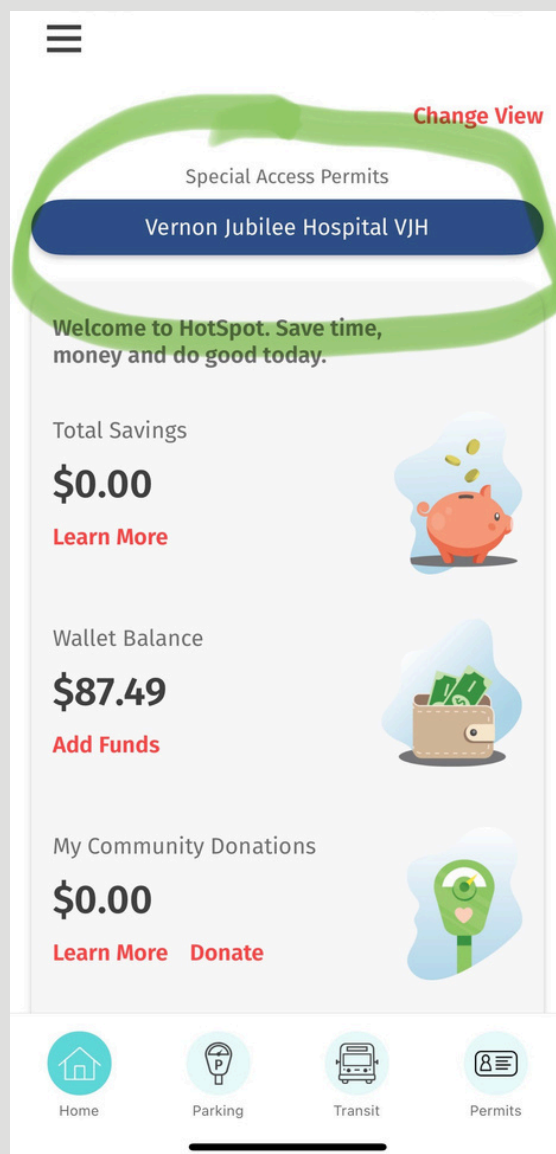
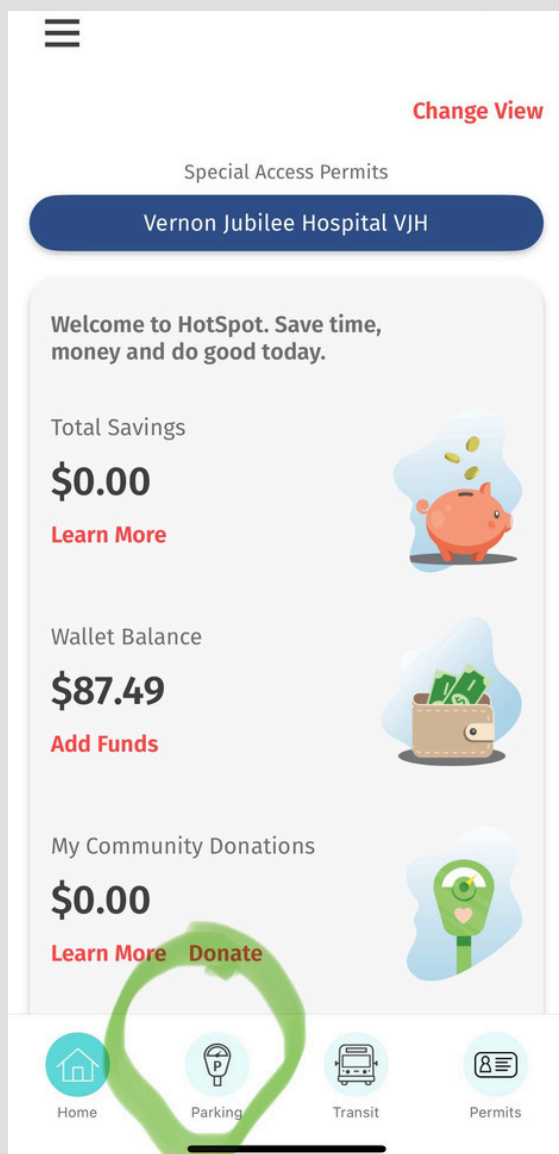
- Download and Open the Hot Spot Parking App on your mobile device or desktop.

For DAILY parking:

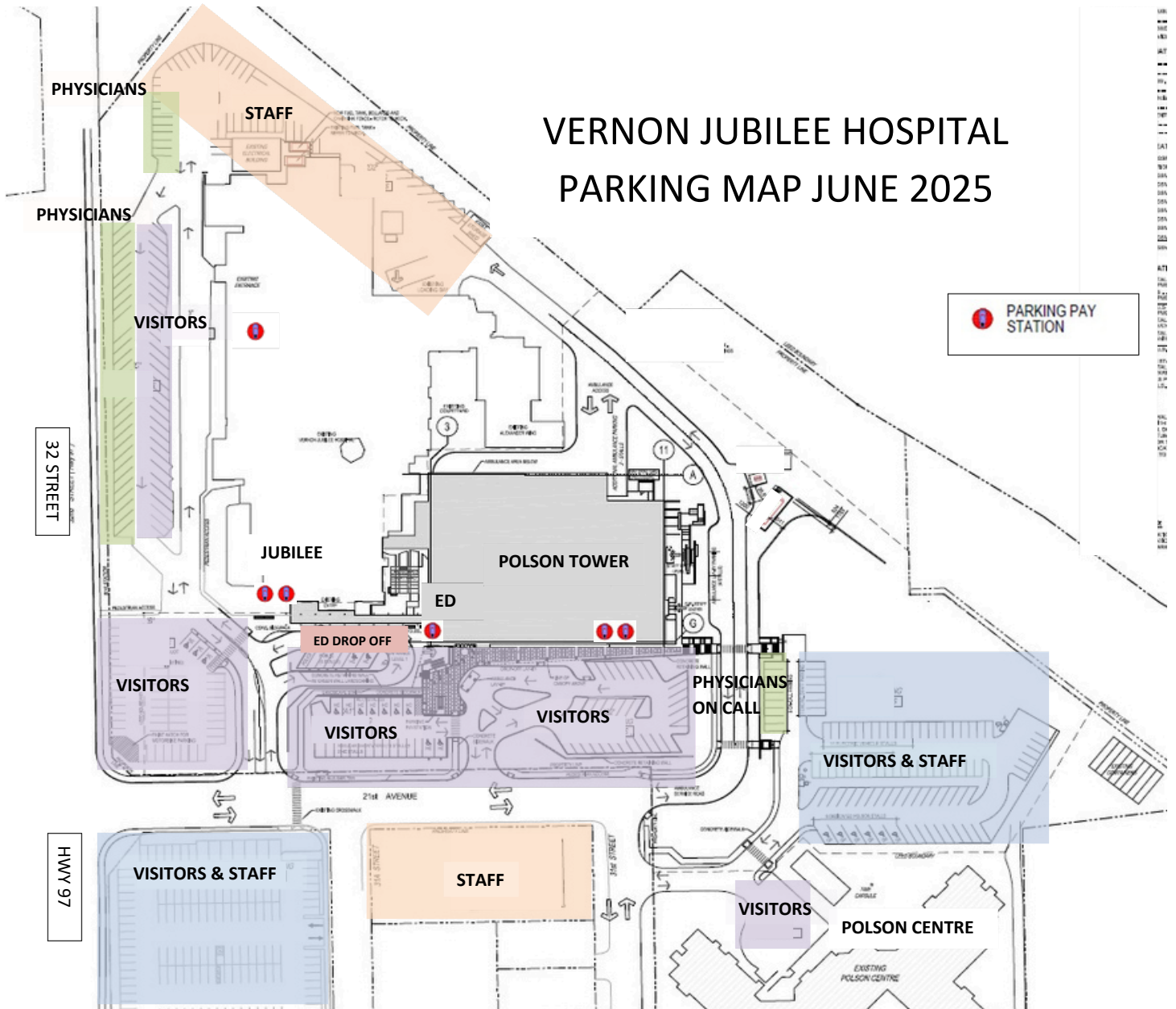
- Select Parking from the bottom row (see below, left).
- Enter City: Vernon Jubilee Hospital
- Enter Meter/Zone Number: 4055.
- Time: no matter what time you choose, it will default to 24 hours after you “pay” (not intuitive!)
- You will need to add your vehicle details for your first session.

For MONTHLY parking:

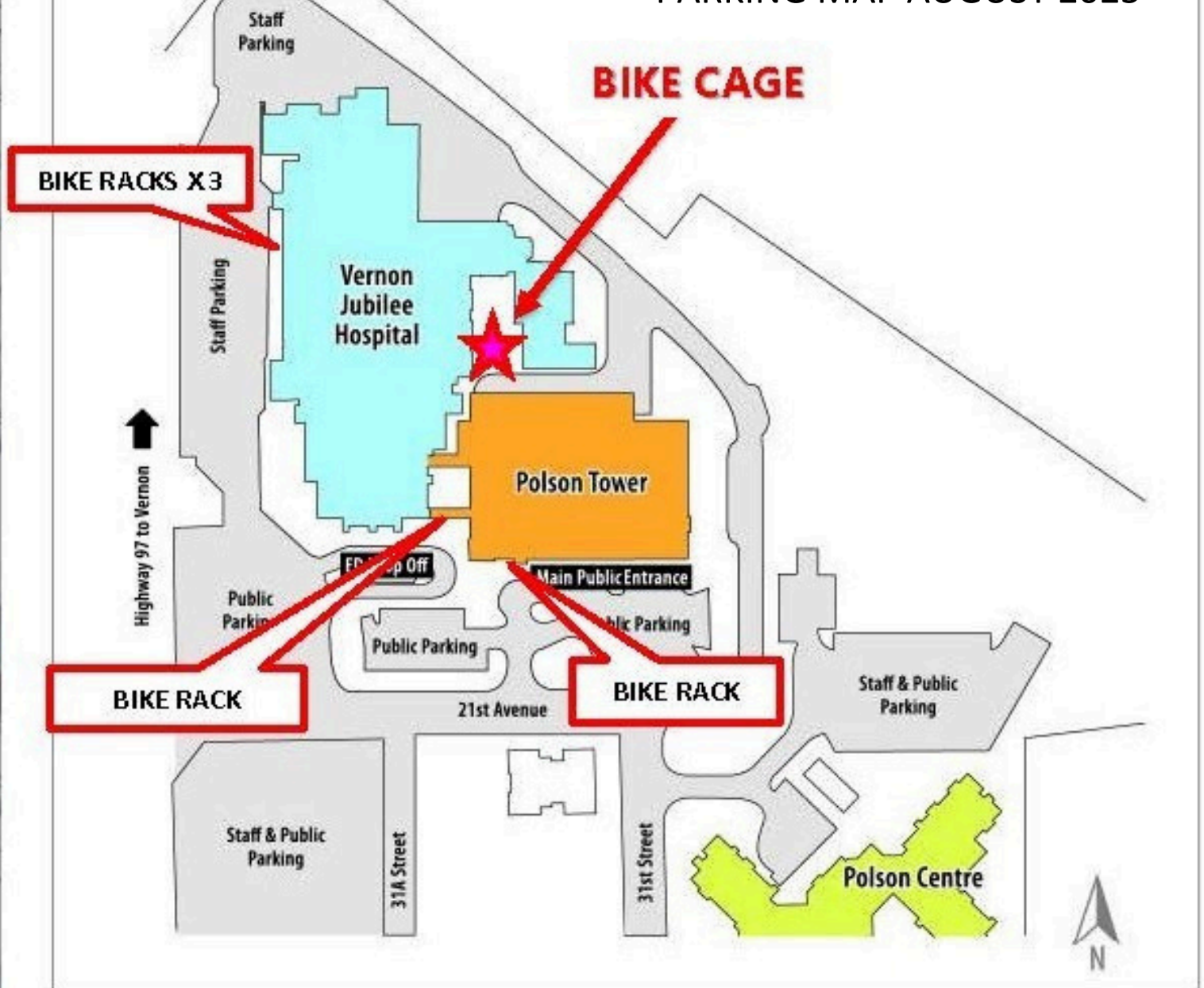
- Select the blue banner from the top of the home screen (see below, right)
- if the blue banner is not present for you: email IHParking@interiorhealth.ca to request this access
- then choose the monthly parking type from the options. Bi-weekly payroll deductions generally don't apply to physicians. After hours is evenings and weekends only.



VERNON JUBILEE HOSPITAL PARKING MAP JUNE 2025



VERNON JUBILEE HOSPITAL BIKE PARKING MAP AUGUST 2025



Site Access



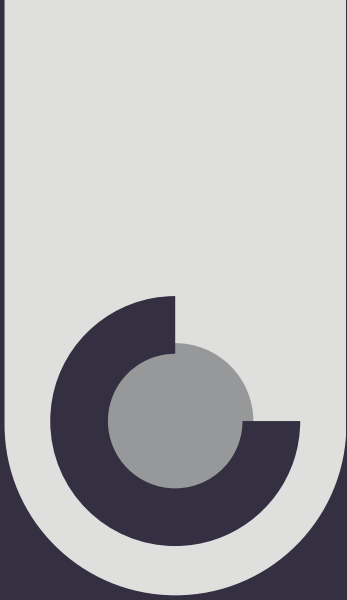
VJH Security Badge

- Visit the Medical Administrative Assistant (MAA) office to have your photo taken for your permanent security card (4 North, Jubilee/old building, Room 406) or email VJHMAA@interiorhealth.ca to set up a time to stop by their office. There is also the option to upload a photo of your own, if you prefer. Reach out to the MAA team via email for this option and they will instruct on how to submit your own photo.
- You will be given a Temporary Badge to access all pertinent areas of the hospital until your permanent card arrives. Please be sure to return your temporary badge to the MAA when you pick up your new card.

Dictation Rooms

There are several areas that you can find private space to work or dictate. All of the wards have work stations, some more private than others. As well, the following areas have been reserved for physicians:

- Level 7 Polson Tower: Room at the top of the big glass public stairwell. There are 2 workstations here. **Access details are available in the Medical Staff version of this guide. Please contact your department lead for a copy.**
- Level 6 Polson Tower: Room at the top of the big glass public stairwell. There are 2 workstations here. **Access details are available in the Medical Staff version of this guide. Please contact your department lead for a copy.**
- “Physician Dictation/Mail Room”: Located adjacent to Medical Records on the ground floor of the old building, just inside the West Entrance. Access is via swipe card. There are a couple of workstations here. There is also a printer here.



Digital Information

Logins and Meditech Access

IHA Computer Login/MEDITECH access

- You will receive an email from your site's Credentialing & Privileging contact that includes your user ID and instructions on how to set up your access approximately 14 days prior to your start date.
- This will allow you to login from any site IH computer terminal. For off site access, see below.
- The Service Desk (1-855-242-1300) is available to assist you with:
 - Passwords and Log-on
 - Setting up an IH Outlook email account for your use via webmail access
 - Any computer issues

When contacting the Service Desk to set up your password, the agent will verify your identity with your MSP number and another piece of identification. If your MSP number is not yet available, please contact your site Medical Administrative Assistant for assistance:

VJHMAA@interiorhealth.ca



Digital Information

What is housed on an IH computer?

1. Meditech

- Meditech is the Electronic Medical Record (EMR) that IH uses. It is web-based.
 - For off-site URL-based access with Multi-Factor Authentication, see below.
 - For Medical Documentation or Transcription, see below

2. Application Portal

This is a Portal that has many parts. The most common parts that physicians find useful are:

Under the “PHYSICIANS” tab:

- **MOCAP** (Medical On Call Availability Program): This is where the digital “call schedule” for all IH sites can be found. You can edit your call schedule within this application, but must be an “administrator” on your own account to do so. The Help Desk can help with this.
- **PIP** (Physician Invoicing Portal): This is the portal for physicians to invoice for certain jobs they do that are under contract with IH. For instance, leadership contracts such as Department Heads, quality improvement work, or clinical contracts such as Anesthesia, Hospitalists, NPs.
- **MICROBLOG MD** (MBMD): This is a secure messaging system that some departments within IH use.
- **COMMITTEE MANAGER**: This is the application for Department Heads to review and approve privileging documents for members of their department

Under the “SCHEDULING” tab:

- **MOCAP** (Medical On Call Availability Program): This is where the digital “call schedule” for all IH sites can be found. You can edit your call schedule within this application, but must be an “administrator” on your own account to do so. The Help Desk can help with this.
- **PHYSICIAN AWAY LIST**: This will link you to Physician Contact Lists for both Kelowna General Hospital (KGH) and Vernon Jubilee Hospital (VJH)



Digital Information

Medical Transcription & Documentation

There are 2 main options for getting your consult or progress note into the Meditech EMR:

1. **Direct entry** with **electronic documentation** (Electronic Web Provider Documentation, sometimes called "pDOC")
2. **Indirect entry** through dictation/**transcription services**

Direct entry: Electronic Documentation/pDoc

- Unfortunately, the pDOC function is not automatically activated on IH physicians' Meditech accounts. Physicians must complete a form to request this functionality (see [appendix A](#)).
- Electronic documentation **is** automatically activated for all UBC Medical Students and Residents as of 2024.
- Once you have electronic documentation activated on your Meditech account, you can create a document from the "Document" tab at the top of the screen.
- You can either type directly into the document, or use voice recognition software.

Voice recognition software:

- FLUENCY Direct/MD MODAL is the voice recognition software that IH uses and this should be installed on every computer station within your facility. This application must be opened separately from the desktop and be running in the background.
- If there is no external dicta/microphone at your workstation, you can install and use the 3M Mobile Microphone app on your smart phone, easily linked with Fluency Direct.
- There is training available through IH Digital Services for FLUENCY/MD MODAL. The intro session is about 20 minutes and this can be set up by emailing servicedesk@interiorhealth.ca.

Indirect entry: Dictation/Transcription

- This is the "old fashioned" phone dictation way, and can be done the following ways:

If within an IH Facility or using an IH Cisco phone:

- #90

If outside an IH facility

- by calling 1-844-209-3937

Your "user ID" is your MSP number.

Digital Information



How to access the IH computer system from off-site or from a non-IH computer

STEP 1: Multi Factor Authentication

To register for off-site digital IH access, you first need to download, install, and register the Multi Factor Authentication (MFA) app (10-20 minute process). You can do this either at your site from an IH computer, or off-site with your Smart Phone. This step is the big one and now replaces the old “Legacy Two Factor Authentication” that IH previously used. See Appendix B.

STEP 2: Option A, B, or C

Option A: FULL DESKTOP ACCESS

For FULL IH Desktop Access and the PIP use IH ANYWHERE or IH GO (April 2025)

(ie for the same desktop “screen” you see from an IH Computer)

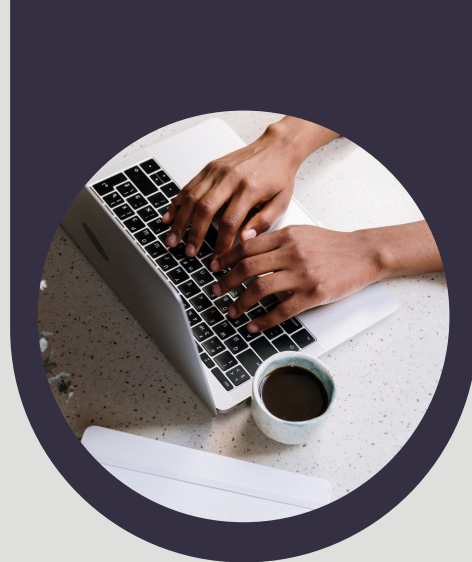
Use IHAnywhere.interiorhealth.ca.

- You will need your MFA (Multi Factor Authentication). You may also need to use your IH desktop login information during one of the steps. This application is a little slow, so if you just want to access MEDITECH, see alternate route below.

From the IH Anywhere landing page, you can open 1 of 3 links:

1. You can open the desktop application to have a windows environment which gives you access to Meditech (slow but comprehensive)
2. The PIP (Physician Invoicing Portal)
3. The Interior Health web page that sits behind the IH firewall (aka the “Intranet”)

Digital Information



How to access the IH computer system from off-site or from a non-IH computer

Continued:

Use [GO.interiorhealth.ca](https://go.interiorhealth.ca)

- this is simpler and will be replacing IH Anywhere in 2025. Choose the HTML option for simplicity.

Option B: ACCESS TO ONLY MEDITECH

For access to just MEDITECH on a URL .

Use [Ace.interiorhealth.ca](https://ace.interiorhealth.ca). You will need your MFA (Multi Factor Authentication). You may also need to use your IH desktop login information during one of the steps.

You will not be able to see imaging studies (only the reports) from this application and some of the external links will not function, but it gives you most of the basic functionality and access to documentation.

Option C: ACCESS TO ONLY OUTLOOK MAIL

For access to just your IH Outlook Mail.

Use **outlook.office.com**. You will need your MFA (Multi Factor Authentication). You may also need to use your IH desktop login information during one of the steps.

Physician Amenities

Lounge Spaces



General Medical Staff Lounge

Located in the Polson Tower L3 in the security card-access hallway off the Surgical Daycare waiting room. This room has a kitchen, couches and TV, and several computer stations. There is free coffee available here courtesy of your Medical Staff Association! It is most often used by those physicians working in the Operating Rooms, but is open to any medical staff member.

- **Access details are available in the Medical Staff version of this guide.**
Please contact your department lead for a copy.



ED Physician Lounge

The ED lounge is located in the back of the Emergency Department and has a sleep room and some computer stations. It is reserved for ED physicians.

- **Access details are available in the Medical Staff version of this guide.**
Please contact your department lead for a copy.



Hospitalist Office/Lounge

Located in the Jubilee building on 2 North. This room has a small kitchen, private washroom, and two computer stations. It is reserved for physicians working within the hospitalist department.

- **Access details are available in the Medical Staff version of this guide.**
Please contact your department lead for a copy.



WCHS Physician Lounge

The WCHS lounge is on Level 4 of the Polson Tower. It has a shower, sleep room, computer station, and washrooms.

- **Access details are available in the Medical Staff version of this guide.**
Please contact your department lead for a copy.

Physician Amenities



Physician On-Call Rooms

- 2N Education Area-HN2-066 (for Hospitalist Use only)
- 2N Storage Area-HN2-018 (past volunteer services, through the double doors and to the left (for all Medical Staff Use)
- CT SCAN-Room HN1-144 (for Medical Imaging Use only).
- Polson Level 3-Room 3461 (for OR/PACU Use only).
- UBC Okanagan-Rooms 5-157, 5-158, 5-159, 5-160 (for UBC residents/students only).
- Polson Level 4-Room 4238 (for WCHS Use only).
- 2 North Pathology/Foundation Area-HN2-049 (for all Medical Staff Use).
- Emergency Department (Ball Hallway past equipment storage)(for ED Physicians only).
- **Access details are available in the Medical Staff version of this guide. Please contact your department lead for a copy.**



Mail Room

- Once you have active privileges, you will be designated a physical mail box (yes, for paper mail) located in the Physician Dictation Room adjacent to medical records on the ground floor of the old building, just inside the West Entrance.
- Please check this regularly!



Lockers

- VJH has two sets of locker rooms with showers, lockers, and bathrooms:
 - Basement of the old building, use security badge for access, available to all staff. Access is via your swipe card.
 - L3 Polson Tower (Surgical Area) in the security badge-access surgical hallway:
 - **Access details are available in the Medical Staff version of this guide. Please contact your department lead for a copy.**
 - Scrubs are available here.

Physician Amenities

Food & Drink



Cafeteria

- Located in the basement of the Jubilee building
- Food service Monday to Friday 7:30 a.m. - 1:30 p.m.
- Seating area and microwaves open 24/7.
- Outdoor seating area with tables and umbrellas accessible from here for warmer days as well.



Amplified Cafe

- Located on the 2nd Floor of the Polson Tower
- Open every day: 6:30 a.m. - 5:00 p.m.



Cracked Pot Cafe

- Located on the ground floor of the Jubilee building (opposite Nolan's pharmacy)
- Open Monday to Friday 6:45 a.m. - 7:00 p.m.
- Open weekends and stats - 7:00 a.m. - 5:00 p.m.



Vending Machines

- Vending Machines: Located in Stairwell A of the old building, near Cracked Pot Cafe
- Healthier and fresher option vending machines are coming soon!

VJH

Medical Staff Association

(Vernon Physician Society)



VJH has a very active Medical Staff Association which is composed of approximately 250 physicians, nurse practitioners, midwives, and dentists. The MSA is governed by a Board of 4-5 physicians and this Board is part of a larger MSA/PS working group which has representation from each department.

It's purpose is to support and advocate for Medical Staff to improve physician well-being and patient care, and to help improve medical staff collaboration with local, regional and provincial health administrators.

The MSA/PS is responsible for administering an annual budget consisting of Medical Staff Dues, collected from Medical Staff annually in the spring, and Facility Engagement (FE) funds. FE funds originate from the provincial Physician Master Agreement with the Ministry of Health and are provided to local sites through Doctors of BC and the Specialist Services Committee. The funding received through FE is intended to support projects that foster collaboration between facility-based medical staff and local administration, health authorities, and the province to improve patient care and the work environment.

The 4 Strategic Pillars of the MSA/PS are:

- **Recruitment and retention**
- **Quality improvement**
- **Physician development**
- **Physician wellness**

VJH

Medical Staff Association (Physician Society)



Popular MSA Initiatives

- Peer Support & Physician Advocacy program: a MSA-driven initiative to support our medical staff members any time they need someone at their side. Either for a second set of ears in an important meeting, or in a disciplinary or “serious conversation” with administration, or just as a peer with which to debrief. Please reach out to KGHpsp@gmail.com to have an advocate by your side. A peer support email address in Vernon will be live in Fall 2025.
- CME: “Grand rounds” occur monthly on the 2nd Thursday of the month, virtually. Check the [VJHPS website](#) for details and previous recordings!
- 2 large social events per year - a Spring “Gala” and a fall family event.
- Funding for physicians to attend uncompensated meetings.
- Funding for departments to hold inter-departmental meetings to work collaboratively to improve patient care and the work environment
- VJH MSA/Physician Society: VernonPhysicianSociety.ca
- Physician Waffle House: PhysicianWaffleHouse.ca This is a new physician-developed online platform for physician connection, chatting, and resources. Check it out!
- Civility Matters: 4civility.ca This is an initiative to help foster a culture of respect and civility in healthcare settings.
- Docs of Vernon: DocsOfVernon.ca Docs of Vernon is a local public-interest initiative to showcase Vernon’s home-grown talent.

A full list of our MSA/PS activities can be found on our website: VernonPhysicianSociety.ca

VJH Medical Staff Association (Physician Society)



Annual Staff Dues

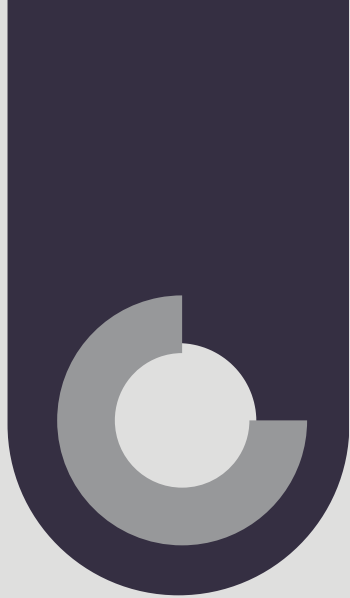
- The MSA/PS collects an annual membership fee ("dues") in the spring every year. An email notification will be sent to you when this is due.
- This money helps to provide members with a variety of services including representation through a physician's Executive Board, CMEs and educational opportunities, social events, high school scholarships, and more.

Membership

- Once you are granted privileges at VJH, you are automatically a member of the MSA/PS
- If you are interested in getting involved in the behind-the-scenes workings of your MSA/PS, or just have a question, please reach out to your departmental rep, or one of our very friendly Board members! We have a social committee, recruitment committee, and many other ways to get involved.
- Follow the link to learn more about getting involved with your MSA! VernonPhysicianSociety.ca

Submitting payment requests for meetings and initiatives (aka "FEMS")

- The MSA/PS administers an annual budget to help support physicians for otherwise-unpaid "engagement work" at VJH and throughout the Health Authority
- A full list of reimbursable activities can be found here: VernonPhysicianSociety.ca
- In order to claim and receive this funding, you must be registered with 2 online platforms:
 - 1. FEMS (Facility Engagement Management System)
 - [Register for FEMS](#)
 - 2. VoPay (the online payment company used by FEMS)
 - [Register for VoPay](#)



Meetings & Meeting Rooms

Meetings

As part of having Medical Staff privileges, you are required to attend your Department meetings as well as General Medical Staff meetings.

- Department meetings are usually held monthly. Some departments hold these in person, others virtually.
- General Medical Staff meetings occur on the 2nd last Thursday morning of the month from 7:30-9am, but not every month.

Meeting Rooms

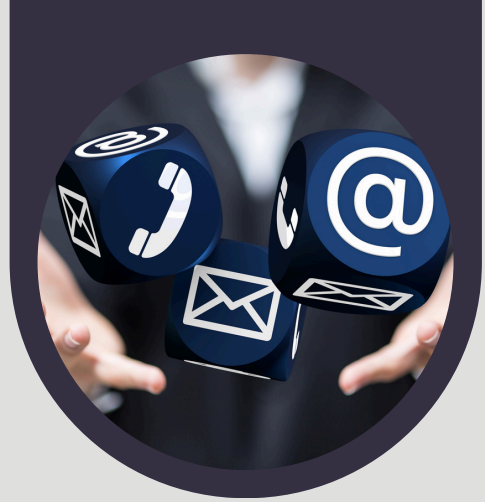
You will more than likely have to attend a meeting of your department, or with other colleagues. It is hard to avoid and an important part of ensuring processes are running smoothly!

These meetings are usually in one of the following site meeting rooms:

- Room 2100: Conference Room just off the main lobby of Polson Level 2
- "The Boardroom": Located at the back of the cafeteria, basement of the Jubilee building
- 4 North boardroom: located in the 4 North administrative office section.
- The "Education Rooms": Located in the basement of the old building, off of the long corridor that runs perpendicular and nearly in a "T-junction" to the cafeteria doorways.
- The ICU Meeting Room
- Ambulatory Care Meeting Room

Please note: Some of these rooms require a code to enter. To confirm, verify with the meeting organizer or the Medical Administrative Assistant

Key Contacts



An up to date list of site leads can be found on the IH Medical Staff Hub --> sites --> VJH. Multi-factor authentication is required (see page 17)

[Sharepoint - Vernon Jubilee Hospital](#)

Many more Health Authority resources are also housed on the [IH Medical Staff Hub](#)

Local VJH site:

Department Heads: These change regularly and a list of current ones would be available through your Chief of Staff or site Medical Administrative Assistant. Your department head (or delegate) will be responsible for most of your onboarding, so please connect with them early on.

- Chief of Staff (CoS): Dr. Yann Brierley is the interim CoS at VJH and his office can be found on 4N. The CoS is your link to IH administration and oversees medical staff that hold privileges at our facility.
- Medical Administrative Assistant (MAA): Marlee Hartman. Her office is also on 4N. All IH employees have a email address with a standard format: first.lastname@interiorhealth.ca. Marlee is reachable at Marlee.Hartman@interiorhealth.ca, or VJHMAA@interiorhealth.ca, or through the hospital switchboard.
- MSA/Physician Society President: Currently Dr. Kira McClellan and Dr. Jennifer Smith act as interim co-leads. Up to date MSA info including your department representative is available on vernonphysiciansociety.ca. They can also help with connecting you at the site and within the broader community so please feel free to reach out!
- MSA/Physician Society Program Director: Sharon Hughes-Geekie. Sharon helps to coordinate and administer all things pertaining to the MSA/PS. She is reachable at ProgramDirector@VernonPhysicianSociety.ca
- **COMING JULY 2025!** The Vernon Physician Society has hired a 'Physician Navigator' to assist physicians with more comprehensive site information, tours, and city information. This position will help bridge the gaps between IH recruitment, department heads, and new recruits! Until a dedicated email address is created, please reach out to [Sharon Hughes-Geekie](#).

Key Contacts



Interior Health Administration, Tech Support, Privileging, Recruitment, Compensation

- Medical Staff Recruitment (IH) - PhysicianRecruitment@interiorhealth.ca
- General Pre-Boarding Inquiries (IH) Contact for questions regarding relocation, incentives, employment letters, changes in start date, sponsorship and/or supervision - PhysicianOfferLetter@interiorhealth.ca
- Physician Compensation (IH) Contact for physician claims, MOCAP (Medical On-Call Availability Program), compensation outside of MSP - Claims@interiorhealth.ca
- Credentialing and Privileging Inquiries - Contact for questions regarding your privileging status and process - PhysicianCredentialing@interiorhealth.ca
- IMIT - Information Management and Information Technology (Tech Support) Contact regarding password set-up, IH Anywhere, Two-factor Authentication, webmail etc. - ServiceDesk@interiorhealth.ca
- IH Service Desk ServiceDesk@interiorhealth.ca - phone 1-855-242-1300
- Flowsheet of higher level administration - clinical ops, directors, etc. PhysicianWaffleHouse.ca

Physician SUPPORT RESOURCES



Peer Support

Peer Support & Physician Advocacy program: a MSA-driven initiative to support our medical staff members any time they need someone at their side. Either for a second set of ears in an important meeting, or in a disciplinary or “serious conversation” with administration, or just as a peer with which to debrief. Please reach out to KGHpsp@gmail.com to have an advocate by your side.



Doctors of BC

Doctors of BC is a voluntary association of 14,000 physicians, residents and medical students in British Columbia. Working together, Doctors of BC aims to make a difference for BC’s doctors so that they can make a difference for patients. Doctors of BC has a team of Regional Advisors and Advocates who support physicians in the communities where you live and work. They are your first point of contact to assist you in [seeking services and support from Doctors of BC](#).



Divisions of Family Practice

Divisions of Family Practice are community-based groups of family physicians working together to achieve common health care goals. Divisions work collaboratively with community and health care partners to enhance local patient care and improve professional satisfaction for physicians. There are seven Divisions in the Interior region, as well as four Interior Chapters of the Rural and Remote Division. [Click here](#) for the Shuswap North Okanagan website.



Facility Engagement

The [Facility Engagement Initiative \(FEI\)](#) is a provincial initiative that aims to strengthen relationships, engagement and communication between health authorities and facility based physicians. Participation is open to facilities with acute care beds, and physicians with privileges inside BC facilities who are members of the medical staff. As of February 2021, twenty-two Medical Staff Associations and Physician Societies have participated in Facility Engagement activities in the Interior. To get connected with Facility Engagement, a consent on the information sharing agreement is required through the privileging process on AppCentral. If you have declined this option and would like to change your selection, please contact your Credentialer directly or [by email](#).



Thank You

We make every effort to keep this manual current; however, if you come across any errors or missing information, please reach out to us [via email](#) to inform us.

Appendix A



Request Form for Electronic Documentation Access (MEDITECH pDOC)

NOTE: This request form should ONLY be completed by IHA Medical Staff working in the Inpatient hospital setting.

****Do not submit if you are working at Royal Inland Hospital, South Okanagan General Hospital, working in an electronic Emergency Department or in the community setting.****

HOSPITAL SITE:

HOSPITAL DEPARTMENT: *select all that apply

<input type="checkbox"/> Anesthesiology	<input type="checkbox"/> Family Practitioner/Hospitalist	<input type="checkbox"/> Neurology
<input type="checkbox"/> Cardiology	<input type="checkbox"/> Internal Medicine	<input type="checkbox"/> Pediatrics
<input type="checkbox"/> Family Practitioner/Hospitalist	<input type="checkbox"/> Obstetrics/Gynecology	<input type="checkbox"/> Surgery
Other Inpatient/Hospital Department not listed above:		

PROVIDER INFORMATION:

Name:	Mnemonic:
Email Address:	Phone:

REQUESTOR INFORMATION: *If requesting access on behalf of Provider

Requestor Name:	Requestor email:
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MEDITECH pDOC electronic documentation can be created with or without M*Modal Fluency Direct voice recognition. If requesting M*Modal Fluency Direct to use in conjunction with MEDITECH pDOC, complete this section

M*Modal Fluency Direct Access	<input type="checkbox"/> YES <input type="checkbox"/> NO
Hospital Workstation	<input type="checkbox"/> Hospital ward dictation station <input type="checkbox"/> Other (exam room / office)
Workstation Names	

*See label on the monitors or computer for name, example KHSITCN2.

Please email documentationsupport@interiorhealth.ca directly if you are unable to use the form.

Submit Form

Please Note: MEDITECH pDOC training is required prior to documenting electronically.