



Real-Time Virtual Support Pathways for Rural Healthcare Providers

Friendly clinical supports are just a call or click away

Healthcare providers in British Columbia's rural, remote, and First Nations communities experience different challenges in providing patient care than their urban counterparts. Real-Time Virtual Support (RTVS) Pathways are here to help.

Get Free and Friendly Clinical Support from RTVS Virtual Providers

Rural physicians, resident physicians, nurse practitioners, nurses, and midwives can connect via Zoom or telephone with RTVS "virtual providers" for free and friendly clinical support. RTVS virtual providers are eager to help with both urgent and non-urgent cases and questions, including: Case consultations, second opinions, ongoing patient support, point-of-care ultrasound, patient simulation scenarios, help navigating the healthcare system, and even coordinating patient transport. Calling an RTVS virtual provider is like calling a friend. They offer friendly, compassionate, non-judgmental, and culturally safe support while understanding the context of providing care in rural places.

RTVS Pathways for Healthcare Providers

Several RTVS pathways are available for healthcare providers in rural, remote, and First Nations communities. "Instant Access Pathways" are available 24 hours a day, seven days a week. "Quick Reply Pathways" are available weekdays from 9am to late afternoon, and mostly operate on a call-back basis.

Instant Access Pathways (24/7)

- Critical care (ROSe)
- Emergencies (RUDi)
- Maternity and newborn (MaBAL)
- Pediatrics (CHARLiE)

Quick Reply Pathways (weekdays, 9am to late afternoon)

- Dermatology
- Hematology
- Myofascial pain (myoLIVE)
- Rheumatology (RheumVision)
- Thrombosis

Get Started with RTVS Pathways in 4 Simple Steps

All that rural healthcare providers need to connect with RTVS virtual providers is a Zoom account or a telephone line—and a bit of know-how.

Step 1: Learn More about RTVS Pathways

[Read more about RTVS](#) and attend a 30-minute "Introduction to RTVS" session with RTVS Technical Support via Zoom. Encourage your team members to attend this session with you.

Step 2: Get a Zoom Account

If you are a rural physician, nurse practitioner, or midwife, you can [request a Zoom account from the Rural Coordination Centre of BC \(RCCbc\)](#). After submitting your request, RTVS Technical Support will send your Zoom account invitation within 24 hours. You must also [download Zoom](#) onto your computer, phone, or tablet.

Receive RTVS Certification

RTVS consultations, case reviews, and simulation training is certified for up to 30.0 Mainpro+ credits and up to 30.0 MOC Section 1 credits.

[Contact UBC Continuing Professional Development](#) for more information and to request a certificate.



If you already have a Zoom account from your health authority, or the Provincial Health Services Authority, you may use that account to access the RTVS Pathways. If you are not eligible for a Zoom account from RCCbc, accounts are also available through the [Provincial Health Services Authority](#).

Step 3: Set Up Your Zoom Account with RTVS Pathway Contacts

If you received a Zoom account through RCCbc, the RTVS Pathway contacts are pre-populated and ready to use.

- Open Zoom on your computer, phone, or tablet.
- Ensure you are signed into your Zoom account.
- Click on the “Contacts” button in Zoom.
- Under “All Contacts”, you will see all available RTVS pathways.
- Select the Pathway you wish to connect with and click “Meet” for an instant call.

If you have a Zoom account through your health authority, or the Provincial Health Services Authority, you must manually add the RTVS Pathway contacts.

- Open Zoom on your computer, phone, or tablet.
- Click on the “Contacts” button in Zoom.
- Click on the “+” button and select “Add a Contact”.
- Enter each of the RTVS Pathway addresses, below.
- It can take a few hours for your contact requests to be approved.
- Once approved, the RTVS pathways will now show up in your ‘External Contacts’ in Zoom.
- Zoom is the preferred method of communication for RTVS Pathways; however, telephone numbers are provided as backup.

Instant Access Pathways (24/7)

Emergencies (RUDi)

Add Zoom contact: rudi1@rccbc.ca

Phone: 236.305.9302

Critical Care (ROSe)

Add Zoom contact: rose1@rccbc.ca

Phone: 236.305.6300

Maternity and Newborn (MaBAL)

Add Zoom contact: mabal1@rccbc.ca

Phone: 236.305.7364

Pediatrics (CHARLiE)

Add Zoom contact: charlie1@rccbc.ca

Phone: 236.305.5352

Quick Reply Pathways (Weekdays, 9am to late afternoon)

Dermatology

Add Zoom contact: rrderm@telus.net

Phone: 778-771-3376

Hematology

Add Zoom contact: hematology@rtvs-bc.ca

Phone: 250-857-5342

MyoLive (Myofascial Pain)

Add Zoom contact: info@anatomicmedicine.org

Phone: 250-744-6334

Post-COVID-19 Recovery Clinic Referral

Add Zoom contact: XXXXX

Phone: XXXXX

RheumVision (Rheumatology)

Add Zoom contact: rheum.vmoa@rccbc.ca

Phone: 250-999-3222

Thrombosis

Add Zoom contact: thrombosis-clinic@rccbc.ca

Phone: 604-655-1758



Real-Time
Virtual Support

Please do not email the RTVS Pathway Zoom contact addresses, provided above. Messages sent to these addresses will not be received.

Step 4: Practice Using the RTVS Pathways

You may call any RTVS Pathway, anytime, even just to practice—and to take an RTVS virtual provider on a quick tour of your local site so they can learn what resources are available to you. If it is more convenient to book a call, [schedule a Virtual Lunchtime Tour](#), instead. RTVS also enables you to [book just-in-time, supported, and residency site simulations](#).

If you need help getting set up, contact RTVS Technical Support at virtual@rccbc.ca.

More information about RTVS Pathways is available on the [Rural Coordination Centre of BC's website](#).

Real-Time Virtual Support Pathways are funded by the Joint Standing Committee on Rural Issues and jointly implemented by the Rural Coordination Centre of BC, First Nations Health Authority, Provincial Health Services Authority, Providence Health Care, BC Emergency Medicine Network, and UBC Department of Emergency Medicine.