



**Real-Time
Virtual Support**

Peer Pathways

Rural providers in BC (physicians, midwives, residents, nurse practitioners, nurses etc.) can connect with on-call Real-Time Virtual Support (RTVS) peer pathway providers at the click of a button. The virtual providers support the work of healthcare teams over Zoom or through a phone call and are available around the clock.

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.



More about RTVS

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
- coordinating patient transport

Benefits of RTVS

RTVS peer pathways help ensure that rural healthcare providers are properly supported and rural patients receive more equitable access to healthcare. More specifically, RTVS pathways:

- Establish collegial relationships between RTVS virtual providers and rural healthcare providers to facilitate team-based patient care and build a stronger community of practice.
- Increase confidence, and reduce isolation, of healthcare providers who provide patient care in rural, remote, and First Nations communities in British Columbia.
- Increase mentoring and educational opportunities for rural healthcare providers—especially new-to-practice physician residents.
- Improve the recruitment and retention of rural healthcare providers.
- Increase availability and access to timely, quality healthcare services for patients in rural, remote, and First Nations communities, reducing their risk, time, and expense traveling for medical appointments.
- Offer a cost-effective and sustainable model for British Columbia's health system needs.

Pathways

Instant Access Pathways

- Emergency (RUDi)
- Maternity and newborn (MaBAL)
- Pediatrics (CHARLiE)
- Critical Care and Internal Medicine (ROCCI)

Quick Reply Pathways (weekdays)

- Dermatology
- Hematology
- Myofascial pain (myoLIVE)
- Rheumatology (RheumVision)
- Thrombosis
- Neurology
- RTVS POCUS (Point of Care Ultrasound)

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