

IMPACT

Rural clinicians supporting rural clinicians

Created by and for rural clinicians, the Isolated Medical Provider Aftercare Team (IMPACT) offers confidential peer-to-peer support to rural physicians and to nurses in remote nursing stations in British Columbia who have experienced a potentially challenging incident in the course of their work.

Potentially challenging incidents

Potentially challenging incidents may include those that involve a child, multiple casualties, or a friend or family member of the provider—as well as difficult circumstances around a poor patient outcome or transfer.

Why call IMPACT?

Peer support is about being there for each other. Challenging incidents are unavoidable in rural practice, but when there is a culture of support and providers can talk about these experiences with a peer, it can make a difference—from just having the opportunity to process a difficult experience through to providing well-being and growing resilience to continue in rural practice.

When an IMPACT Peer Supporter contacts a peer, they can listen, offer empathetic support and provide connections to other resources for rural medical providers.

Connect with an IMPACT Peer Supporter

Rural physicians or remote nursing station nurses in British Columbia may contact IMPACT directly to request a peer support check-in. A colleague, manager, patient transfer coordinator or anyone else may also contact IMPACT to ask for a peer supporter to connect with a rural physician or nursing station nurse if they recognize a situation where a peer support check-in may be helpful.

To ask for an IMPACT peer supporter to reach out, please call **1-236-361-9090** and leave a confidential voicemail message. An IMPACT Peer Supporter will connect with the affected medical provider within 72 hours.

Confidentiality

All discussions with the IMPACT Peer Supporter are completely confidential. IMPACT does not maintain documentation of the conversations between Peer Supporters and medical providers.

Questions?

Email our team at IMPACT@rccbc.ca

