

Community Physician Health and  
Safety Program

# Web Portal Instruction Manual

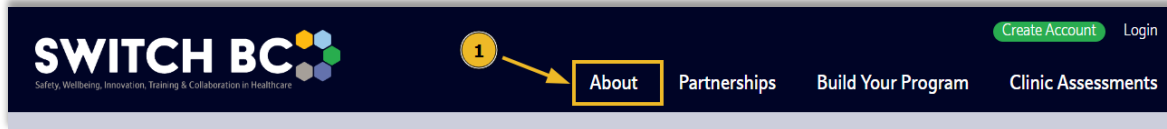
December 2024

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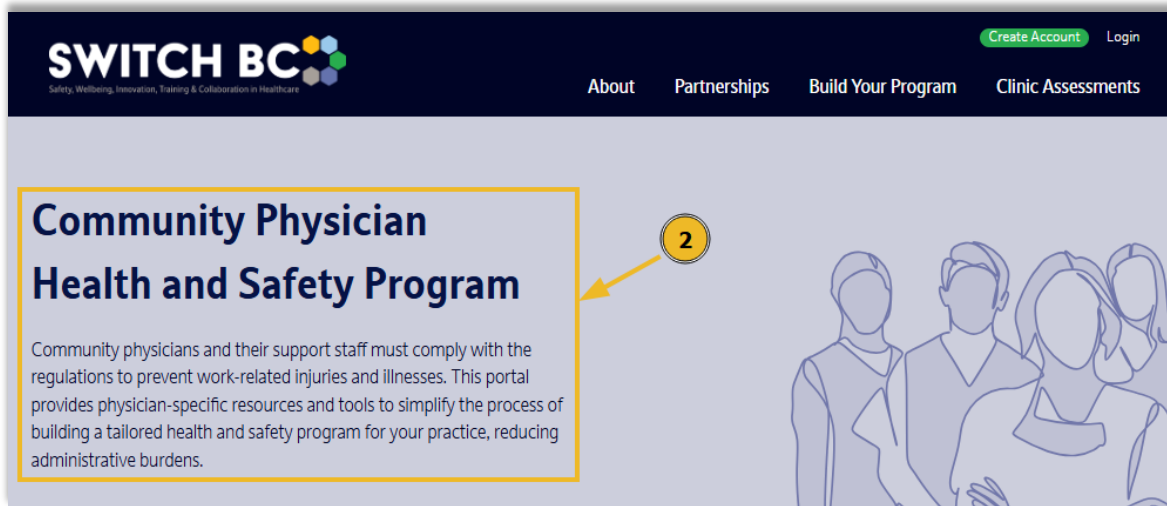
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# About

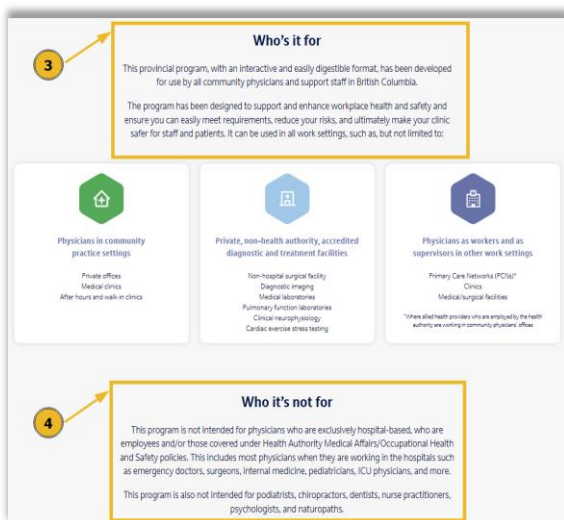
This is the homepage of the web portal.



- 1 You can access this page at any time by clicking the 'About' tab in the main navigation bar. Or by clicking the logo on the left side of navigation bar.



- 2 On this page, you can learn about the purpose of the web portal.



- 3 You can also learn who the web portal is intended for.

- 4 And who it is not for.

**Create your account and start building your program today**

By taking just a few minutes to create an account, you'll be able to invite collaborators from your clinic and save your progress as you work your way through the program.

**CREATE ACCOUNT**

- ✓ Simple signup process
- ✓ No stored/shared clinic information
- ✓ Save progress with interactive checklists
- ✓ Add team members to collaborate on tasks
- ✓ Access urgent help from safety professionals
- ✓ Pre-filled, print-ready policy templates

- 5 On this page, you also learn about the benefits of having an account on the web portal. Click the **'Create Account'** button to set up an account for your clinic.

**Community Physician Health and Safety Program**

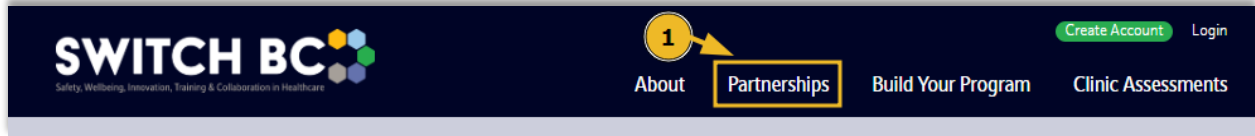
Community physicians and their support staff must comply with the regulations to prevent work-related injuries and illnesses. This portal provides physician-specific resources and tools to simplify the process of building a tailored health and safety program for your practice, reducing administrative burdens.

**START BUILDING YOUR PROGRAM**

- 6 Or you can directly access the portal content by clicking the **'Start Building Your Program'** button, even without creating an account.

# Partnerships

This page displays partner organizations that support community physician health and safety.



- 1 You can access this page at any time by clicking the **'Partnerships'** tab in the main navigation bar.



- 2 Or by clicking the **'Partnerships'** tab in the web portal footer shown here.



3

This is an infographic illustrating each organization's role in physician-related occupational health and safety at both provincial and national levels. To learn more about each organization, click the three dots below the organization's name.

**Industry OHS Standards**

**SWITCH BC**

SWITCH BC supports province-wide innovation, prevention and training, and enhancing the culture of safety in all healthcare workplaces. SWITCH BC is developing a new Community Physician Health and Safety program that provides tools, training, consults, and resources to meet safety regulations. It includes psychological and physical health and safety, violence prevention, and injury prevention.

[LEARN MORE](#)

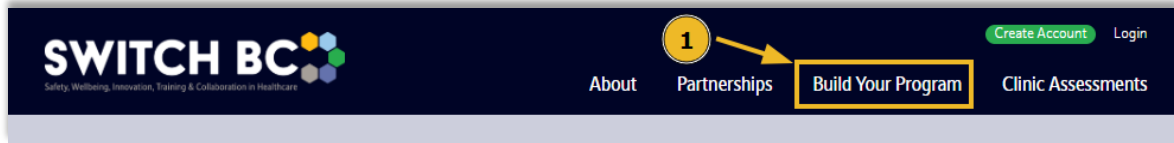
< Previous      Next >

4

An information box about the organization will pop up. Click 'Learn More' to visit their website.

# Build Your Program

This page is the main section of the web portal, providing OHS regulations, tools, and resources for community physician practices. All users, with or without an account, can access the page content and resources provided.



- 1 You can access this page anytime by clicking the '**Build Your Program**' tab in the main navigation bar.



- 2 At the top of the left sidebar, there's a search tool where you can type a word to locate which topics contain that term.
- 3 Below the search tool, you will see a list of 16 topics, each covering a program component and providing relevant regulations, fillable forms, templates, posters, and educational resources related to that topic.
- 4 Below the list of topics, you'll find a button to the '**Resource Library**', which contains all the fillable forms, templates, posters, and educational resources available on the web portal, organized for quick reference.
- 5 At the bottom, you'll find a link to download the *Community Physician Health and Safety Guide*, which details regulatory requirements for community physician practices, and/or the *Web Portal Instruction Manual* (this document).



6 To navigate each topic, you can either click the topic name in the left sidebar, which will automatically scroll your page down to the corresponding topic box.

7 Or scroll down until you find the topic box you want to view.



8 Within each topic box, you will see the titles of the topic's sections. Click the title of the section you want to read. For example, in the *Violence Prevention* topic box, click on '**Risk Assessment**' to read about assessing violence risk in your clinic.







- 9 Once within a topic, you will see a list of its sub-sections on the left sidebar.
- 10 The sub-sections are collapsed in the centre of the page. Click on a sub-section title or on the plus (+) sign to expand and view its content.

## Risk Assessment

- Review Requirements and Considerations +
- Complete Risk Assessment ×

Conduct a risk assessment to determine the nature and type of violent incidents anticipated in the clinic, and the likelihood of occurrence.


**Violence Risk Assessment**


**11** The sub-section you clicked on will expand so you can read its content and access the tools and resources provided. To minimize or collapse the sub-section click on the **x** in the right-hand corner.

### For Logged-in Users:

If you're logged into your web portal account, your progress will be tracked, saved, and displayed each time you log in. This feature helps you track your progress in building your health and safety program.



### Violence Prevention




Progress


0/3

- What is Violence? →
- Risk Assessment →
- Prevention Policy →


**12** Once logged in, you will see a progress bar at the top of each topic, shown here 0/3 in yellow. This means you have not yet started this section.

 **Complete Risk Assessment** ✕

Conduct a risk assessment to determine the nature and type of violent incidents anticipated in the clinic, and the likelihood of occurrence.



**Violence Risk Assessment**




I have completed the violence risk assessment.

**13** After reading each sub-section, click the checkbox at the bottom. This will gradually fill the progress tracking bar at the top of the topic box.



**Violence Prevention**



Progress: 3/3

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What is Violence? →

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Risk Assessment →

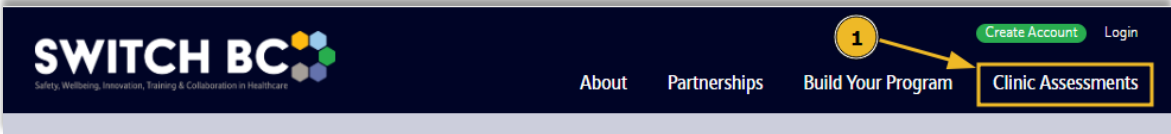
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Prevention Policy →

**14** When all checkboxes in the sections and sub-sections are selected, the progress bar will indicate completion, showing 3/3.

# Clinic Assessments

Use this page to request a health and safety assessment, in your clinic, by a SWITCH BC health and safety advisor.



- 1 You can access this page at any time by clicking the **'Clinic Assessments'** tab in the main navigation bar.



- 2 Or by clicking the **'Clinic Assessments'** button in the footer shown here.

## For Users Not Logged-in:

### Clinic Health and Safety Assessments

SWITCH BC is ready to support you in developing a health and safety program for your clinic. A health and safety advisor will travel to your clinic, complete an assessment, and provide recommendations. Areas of focus might include incident response, managing risks, non-medical emergency preparedness, worker training, and preventing violence. Assessments are free, voluntary, and confidential.

#### The ask of you:

A phone or virtual meeting with the Community Physician Health and Safety (CPHS) program team to assess your current state before onsite support and follow-up.

#### The offer to you:

We'll work with you, your office staff, or designate, on health and safety needs unique to your clinic. There is no cost associated.

#### The benefits:

- Creating healthier and safer workplaces.
- Ensuring WorkSafeBC regulations are met.
- Improving team communication.
- Managing health and safety events effectively.

Please [contact us](#) to set up a discovery meeting.

- 3 If you haven't created an account for your clinic or are not logged in, you can request a clinic assessment by clicking '**Contact Us**' seen above.

What is your request related to?

Clinic assessments

Name \*

first name last name

First Last

Email \*

firstname.lastname@clinicname.ca

Phone Number

1112221111

Would you like us to follow-up with you?

Yes

Message

I would like to request a health and safety assessment for my clinic.

SUBMIT

- 4 Fill in your contact information and a message requesting the clinic assessment, then click '**Submit**' to send your request. Enter

## For Logged-in Users:

The screenshot shows the SWITCH BC website header with the logo and navigation links: About, Partnerships, Build Your Program, and Clinic Assessments. A 'My Account' button and 'Logout' link are in the top right. The main heading is 'Clinic Health and Safety Assessments'. Below it is a paragraph of text. A yellow box highlights a 'BOOK DISCOVERY MEETING' button, with a yellow circle containing the number 5 and an arrow pointing to it.

- 5 If you've created an account for your clinic and are logged in, you can request a clinic assessment by clicking '**Book Discovery Meeting**'.

The screenshot shows a booking form with several sections. A yellow box highlights the date and time selection area, with a yellow circle containing the number 6 and an arrow pointing to it. Another yellow circle containing the number 7 and an arrow points to the 'ADD YOUR DETAILS' section. A yellow circle containing the number 8 and an arrow points to the 'PROVIDE ADDITIONAL INFORMATION' section. A yellow circle containing the number 9 and an arrow points to the 'Book' button at the bottom of the form.

- 6 Select the date and time that you want to book the virtual meeting.
- 7 Enter your contact information. Fields marked with an asterisk (\*) are required, while others are optional but recommended.
- 8 Acknowledge the privacy policy by checking the box.
- 9 Click the '**Book**' button to confirm your reservation.

During this virtual meeting, you'll discuss the clinic assessment process with our team, and we'll schedule the clinic visit at a time that works for you.

# Create Account

Setting up your Community Physician Health and Safety program web portal account is easy!

## Who can create an account?

The web portal has been designed to support community physicians and their staff.

Users should either be community physicians or their team members working in community-based healthcare settings under supervision or in collaboration with a community physician.

## Why create an account?

Creating an account lets you save and track your progress and access prepared policy templates customizable for your practice. Your staff can collaborate and work together on the development of your health and safety program.

Separately, you can request urgent and non-urgent assistance from SWITCH BC health and safety advisors for incident reporting, questions, and prevention guidance.

The basic data collected will be used solely to customize resources for your clinic's needs (i.e. team size for first aid requirements). Your personal and clinic information will remain confidential and will not be shared.

## How to create an account?

The following instructions apply to all web portal users.

**SWITCH BC**  
Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare

1 [Create Account](#) [Login](#)

[About](#) [Partnerships](#) [Build Your Program](#) [Clinic Assessments](#)

## Community Physician Health and Safety Program

Community physicians and their support staff must comply with the regulations to prevent work-related injuries and illnesses. This portal provides physician-specific resources and tools to simplify the process of building a tailored health and safety program for your practice, reducing administrative burdens.

[START BUILDING YOUR PROGRAM](#)

**Create your account and start building your program today**

By taking just a few minutes to create an account, you'll be able to invite collaborators from your clinic and save your progress as you work your way through the program.

[CREATE ACCOUNT](#)

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- ✓ Pre-filled, print-ready policy templates

- 1 On the homepage, click the **'Create Account'** button located at the top right of the page.
- 2 Or click the **'Create Account'** button in the navy box .



1 2 3 3

Name \*

first name last name

First Last

Role

Physician

Email \*

firstname.lastname@clinicname.ca

Password \*

\*\*\*\*\*

The content in this Program is intended for community physicians. Before proceeding, please confirm that you are a community physician or operating under the supervision of a community physician.

NEXT

5 4

3 During the first step of account creation, enter your first name, last name, role, email address, and a password. The password can include any combination of characters.

4 Check the box to confirm that you are a community physician or work under the supervision of one. This confirmation is required as the web portal is designed to support community physicians working in BC.

5 Click the **'Next'** button to continue the account creation process.

1 2 3 6

Clinic Name \*

clinic name

Clinic Address

clinic address

City Postal Code

clinic city XXXXXX

Number of staff

6-9

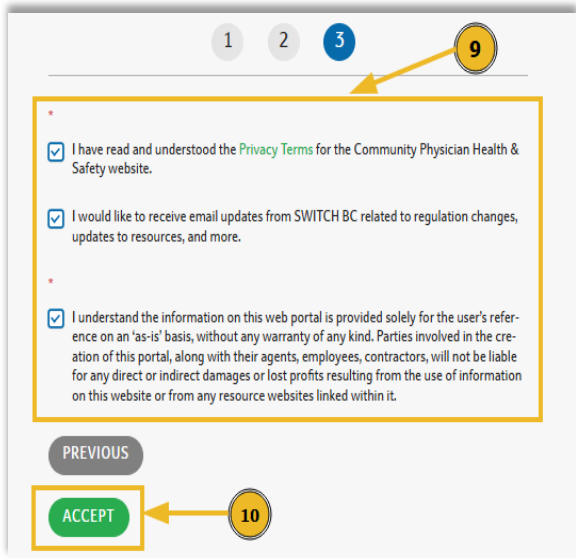
PREVIOUS NEXT

7 8

6 During the second step of account creation, enter the clinic name, address, city, and postal code. The portal uses this information to automatically complete the policy and procedure templates and posters for your clinic.

7 Select your clinic's staff number from the dropdown list. The portal uses this information to provide guidance on relevant legal requirements.

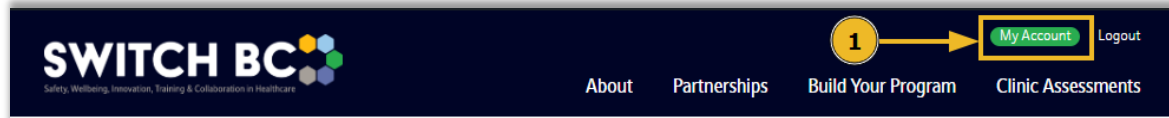
8 Click the **'Next'** button to continue the account creation process.



During the third and final step of account creation, check the boxes to confirm agreement with the privacy terms of the web portal (required), and if you want to receive OHS regulation updates from SWITCH BC (not required but recommended).

Click the **'Accept'** button to finish account creation.

# My Account



- 1 Once logged in, you can access your account details and edit your profile by clicking the **'My Account'** icon in the top-right corner of your screen.

- 2 On this page, you can edit your personal information by clicking the **'Your Details'** tab.
- 3 After updating your details, click the **'Save Profile'** button to save the changes.

- 4 You can also change your clinic information by clicking the **'Clinic Details'** tab. It's very important to keep the number of staff updated in your account profile.
- 5 Click the **'Save'** button at the bottom to save your changes.

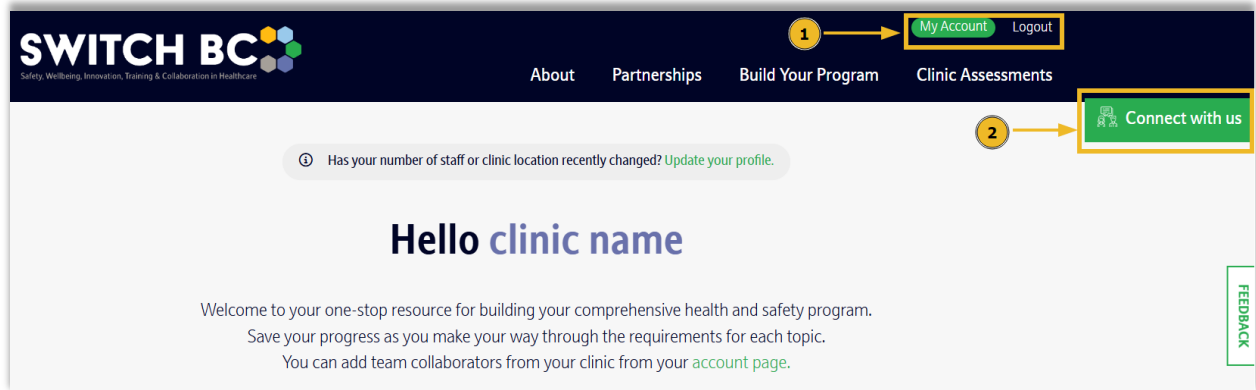
EMAIL	FIRST NAME	LAST NAME	LAST LOGIN	LOGINS
abc@abcd.com	abc	abcd	Never	0

- 6 On this page, you can also manage your account members by clicking the **'Clinic Members'** tab.
- 7 You can add new members to give them access to your clinic's web portal account by clicking the **'Add Member'** button,
- 8 Or remove existing members by clicking **'Remove'**.

# Connect with Us and Contact Us

Contacting our team and requesting consultation is easy! There are different ways to contact us depending on whether you are logged in to your web portal account or not.

For Logged-in Users:



- 1 Once you're logged in, the **'My Account'** and **'Logout'** buttons will appear on the top bar.
- 2 You can then click the green **'Connect with Us'** box at the top right of the page. This button is available throughout the site.

**Help Request** 3

**Name \***

First  Last

**Region**

Select

**Email Address \***

**Phone Number**

**Level of Urgency**

Within 72 hours

Within 1 week

Not time-sensitive

**Preferred Contact Method**

Email

Phone

**Message**

**SUBMIT** 6 5 4

- 3 That will take you to the help request page, where you can enter your contact information so we can reach you directly if needed.
- 4 Select the level of urgency for your contact request.
- 5 Add your message in the designated box.
- 6 Click '**Submit**'. That's it! We will get back to you as soon as possible.

### For Users Not Logged-in:

If you do not want to create an account, you can still use sections of the web portal go to the [web portal homepage](#) to get started.

The Community Physicians Health and Safety Program was developed in collaboration with SWITCH BC, Doctors of BC, and the Ministry of Health.

The content provided on this site is for educational and informational purposes only. Efforts have been made by SWITCH BC, Doctors of BC and Ministry of Health (parties involved) to ensure the accuracy and relevance of the information presented, no guarantees, or warranties regarding the completeness, reliability, or suitability of the material. This site may include links to external websites, which are provided for convenience and informational purposes only. The parties involved will not make endorsement or take responsibility for the content, products, or services offered on these external sites. Parties involved are not liable for any losses, damages, or adverse consequences arising from the use of this site or the application of the information contained herein.



7 Scroll all the way down to the bottom of the page. You will see a green **'Contact Us'** button located at the page footer shown here. The button is available throughout the site.

8 That will take you to a page where you can select the category that best matches your request from the drop-down list.

9 Enter your contact information.

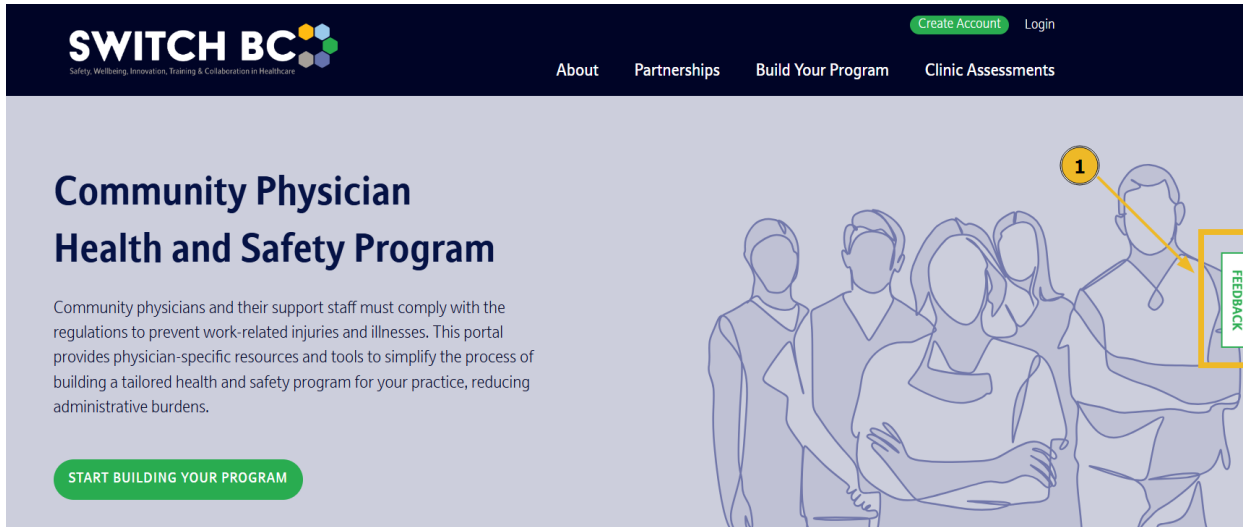
10 Select whether you would like us to follow up with you.

11 Add your message in the designated box.

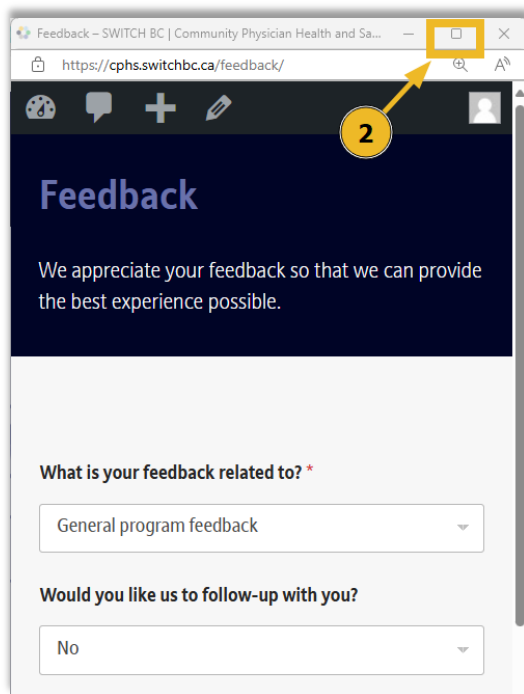
12 And click the **'Submit'** button. That's it! We will get back to you if you have requested a follow-up.

# Feedback

We would love to hear from you! Feedback will help us improve the web portal so that we can enhance it for your needs.



- 1 You can provide feedback by clicking the **'Feedback'** button located on the right side of the page. This button is available throughout the site.



- 2 Once you click on it, a pop-up form will appear. You can expand this form by clicking the expand button on the top right.



# Feedback

We appreciate your feedback so that we can provide the best experience possible.

The image shows a feedback form with four numbered callouts: 3, 4, 5, and 6. Callout 3 points to a drop-down menu labeled 'What is your feedback related to?' with the selected option 'General program feedback'. Callout 4 points to a drop-down menu labeled 'Would you like us to follow-up with you?' with the selected option 'No'. Callout 5 points to a large text input field labeled 'Tell us about your experience'. Callout 6 points to a green 'SUBMIT' button.

- 3 A drop-down menu appears when you click on the field under 'What is your feedback related to?' Select what matches your feedback most accurately.
- 4 You should indicate if you would like us to follow up with you or not. If so, enter your contact information in the fields that appear.
- 5 Be sure to describe your experience with our web portal in the designated box to share your feedback with us.
- 6 Click '**Submit**'. That's it! We will get back to you as soon as possible if you have requested a follow-up.