

Hello,

Your clinic is being added to the SCPCN After-Hours On-Call program.

The purpose of the Physician On-Call Program is to provide patients with access to after-hours care and support SCPCN member physicians to meet the College of Physicians and Surgeons of Alberta (CPSA) Standard for Continuity of Care. Please refer to the attached overview for more information.

Participating Clinic Set-Up

- a. **After-Hours Phone Message** – Prior to the implementation date, contact phone service provider or record new after-hours phone message using the *After-Hours Message Worksheet* (page 3). Perform a test call to verify the message is correct.
IMPORTANT – The after-hours message must be recorded exactly as provided. This message has been standardized in order to provide patients with the best options for seeking after-hours care. If your clinic has a “press #1” option, **DO NOT** use this function for directing patients to the On-Call Physician, as we have had many inappropriate calls resulting from this type of option.
- b. **Communication from *pleXus*** – Physicians whose patients call the After-Hours On-Call physician may receive communication from the SCPCN’s web-based communication platform, ***pleXus*** at which time they can be printed, scanned and linked to a patients’ chart.

After-Hours On-Call Clinic Implementation

- c. **Calgary Lab Services** – Ensure that all physicians have updated their emergency contact information for day-to-day calls or in the case of an absence (forms included).

IMPORTANT – Physicians **may not** use the After-Hours On-Call phone number as their emergency contact number for critical lab work.

Questions or concerns regarding implementation?

Contact SCPCN Manager, Physician Services, Tracy McKay
(403) 830-2460 or tracy.mckay@scpcn.ca

Participating Clinic After-Hours Standardized Telephone Message Worksheet

Thank-you for calling the clinic name, the office is now closed and will be open at time tomorrow. If this is a medical emergency, please hang up and call 911.

For general medical advice, you can access a service of AHS called Health Link Alberta at 811.

For a list of south Calgary clinics that offer walk-in medical care between the hours of 5:00 p.m. and 9:00 p.m., visit the South Calgary PCN website at www.scpcn.ca.

For urgent telephone advice outside of weekday hours 8:00 a.m. to 5:00 p.m., patients of *Dr.* _____, *Dr.* _____ and *Dr.* _____, may contact the physician on call at (403)770-9445. Please call only for problems of an urgent nature.

The Physician On-Call covers several clinics in the South Calgary PCN and will not have access to your personal medical records and cannot provide you with lab or diagnostic results or refill prescriptions.

This phone system will not accept messages. (Optional)

If you have a non-urgent problem, please call back at opening time of next business day.

Thanks and have a good evening.