

## EMERGENCY PRACTICE CLOSURE

# Communication & Continuity of Care Checklist

## 1) Send Notifications

*Notify patients, members of the public, affected healthcare practitioners and organisations, including the following:*

- Patients – cancel upcoming appointments
- Message on phone
- Sign on door
- Chief of Staff
- Department Head
- Saskatchewan Health Authority (SHA)
- Saskatchewan Medical Association (SMA)
- College of Physicians and Surgeons of Saskatchewan (CPSS)
  - Registrar's Office (in case of an emergency closure, a physician or a proxy must confirm that a continuity of care plan has been established)
  - Registration Services
  - Prescription Review Program
- Laboratories
- Pharmacy Association of Saskatchewan
- Hospital(s) – Switchboard, Health Records
- Pooled Referrals
- Long Term Care
- Canadian Medical Protective Association (CMPA)
- Medical Services Branch (MSB)

## 2) Ensure Continuity of Care

- Find alternate physicians to accept patient care, at least temporarily
- Find alternate physician(s) for long term care coverage
- Ensure transfer of records
- New referrals - send back to referring physician or forward to designated physician

## 3) Access to Charts

Charts must be:

- available to physician reviewing results, completing forms
- available for review or transfer to treating physicians

- available to the CPSS if necessary
- securely stored if moved from office. Chart storage companies or an EMR provider can arrange this for a fee. (Some of these services charge patients for access.)

#### 4) Outstanding Results and Referrals

- Lab results must be reviewed in a timely manner by a designated physician
- Abnormal results must be followed up by a designated physician – arrange treatment, appointment, referral as needed
- Chart access is necessary
- Review and follow up plan must be documented
- Results filed in chart

#### 5) Completion of forms

- Office staff can send copies from chart requested by outside agencies
- Forms may be completed by another physician, or exam may need to be redone if not documented
- Notify agencies – may need to extend deadlines, or resend forms
- Hospital records need to be completed as much as possible

#### 6) Physical Office Space

- Continue phone service with a message for patients
- Continue or forward fax to receive results
- Keep office staff, if possible, to assist with chart transfers and information
- Mail must be picked up
- Physician/family needs to deal with bills, taxes, insurance

#### 7) Prescriptions

- Non-controlled drugs can be filled by pharmacy during a temporary closure
- Controlled drugs can be filled by pharmacy until refills run out
- These patients need to find another physician as soon as possible
- Methadone patients need another physician for prescriptions and fills; in emergency situation pharmacy may get government permission to provide bridging prescriptions

#### Other Useful Resources

[POLICY – Physicians Leaving Practice](#)

[CPSS Leaving Practice Guide](#)

[CMPA Retention and Transfer of Clinical Records](#)