



After-Hours Care and Emergency Test Results Coverage

The College of Physicians & Surgeons of Alberta (CPSA) introduced a new physician and group practice review program in 2017. As one of the CPSA's Standards of Practice, physicians are required to provide appropriate after-hours coverage for their patients.

The Calgary West Central Primary Care Network's (CWC PCN) seven-day-a-week, same-day appointment service (including evening and weekend appointments and on-call physician) at the Primary Care Centre provides member physicians with coverage that meets the CPSA's standard for after-hours care and emergency test results.

To ensure your clinic is compliant and patients are directed appropriately, please use the suggested script below as your after-hours voicemail greeting.

"You have reached _____ (clinic name).

"We are now closed and will open tomorrow morning at _____ o'clock. If you are experiencing a medical emergency, please call 911 for immediate assistance. If you have a non-emergency medical concern, you may call Health Link at 811 for further assessment, and if appropriate, you may be referred to the Calgary West Central Primary Care Centre for an appointment.

"Thank you."

Please remember that if you are unable to accommodate a patient's urgent health concerns during your regular work day, you may refer them directly to the Primary Care Centre using the Centralized Referral Form. This form can be found on the Examiner and is also available as a SMART form in the Wolf EMR.

If you wish to use the after-hours, on-call program for your patients' emergency/urgent test results, please indicate call service number 403.228.8052 under After Hours Contact Information – Answering Service Number on the Calgary Lab Services' (CLS) Healthcare Provider Information Form (CSD2708). This form is available at www.calgarylabservices.com/files/CLSForms/CSD2708.doc. Please note, completed forms must be emailed to DMPHysicianGroup@cls.ab.ca or faxed to the CLS Data Integrity Team at 403.770.3235.

If your clinic is selected for a Group Practice Review through the CPSA, simply advise the reviewer of your membership with the CWC PCN and your clinic's use of the after-hours voicemail script provided above. This will satisfy the after-hours requirement of the Group Practice Review.

For more information or if you have questions regarding this service, please contact your Physician Liaison.