



CONTINUITY OF CARE – ARE YOU COMPLIANT?

Notice to College Members

March 25, 2021

The College recently adopted a new Standard of Practice on the topic of Continuity of Care. This Notice **highlights** some of the important new expectations set out in that Standard. Physicians should be familiar with all expectations set out in the [Continuity of Care](#) Standard of Practice.

Referrals

- Physicians making referrals must have a system in place to **track referrals** made.
- Consultant physicians must have a system in place to **review** and **triage** incoming referrals.
- If a referral is accepted, the patient must be contacted by the consultant physician with an appointment time **proportionate** to the urgency of the request.

Transfer of Care

- When the most responsible physician is transferring full or partial responsibility for a patient's care to another health care provider, that physician must **communicate** clearly with the accepting health care provider and **provide a summary** of the patient's pertinent clinical information, treatment plan, and role of other health care providers involved in the care.

Availability and Coverage

- Physicians are expected to work with colleagues and **make arrangements** to ensure that urgent medical advice is available to patients as necessary.

All College communication to its members will be by email.
It is a professional obligation for College members to read all College communications.



The College of Physicians and Surgeons of Newfoundland and Labrador

Management of Diagnostic Test Results

- Physicians must have an effective **test result management system** in place.

Walk-in Clinic Practices

- Physicians providing episodic care in a walk-in practice are expected to meet **equivalent standards of practice** to those providing ongoing care.
- If the patient has a primary healthcare provider, a record of the patient encounter should be provided to the provider unless the patient explicitly directs otherwise.
- Walk-in clinics must have a designated physician who is responsible for the medical administration of the clinic.

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