



Did you know?

Are you getting the care you deserve, and are entitled to? Check out our *Did you know* series to learn more about physician standards and etiquette in Nova Scotia.

Professional Standard on the Standard of Care for Walk-in Clinics

Did you know that the standard of care provided by physicians does not vary with the location of clinical care? Patients are entitled to receive care of the same appropriate and professional standard at a walk-in clinic as they would receive elsewhere. When visiting a walk in-in clinic physicians should ask if you have a primary care physician, where permission to inform and to share copies or summaries of the patient physician interaction at the clinic would be sent, including copies of ordered tests. For more information please visit <https://cpsns.ns.ca/wp-content/uploads/2017/10/Standard-of-Care-for-Walk-in-Clinics.pdf>

One Problem per Visit

Did you know that physicians should make every attempt to avoid the “one problem per visit” policy? Physicians should prioritize a patient’s problems early on in the appointment. If an additional appointment needs to be scheduled, they should practice sensitivity and diplomacy when explaining this to patients. The College of Physicians and Surgeons of Nova Scotia encourages members to observe this policy <https://cpsns.ns.ca/wp-content/uploads/2017/10/One-Problem-per-Visit-Policies.pdf>

Professional Standards Regarding the Exemption to the Requirement for Direct Patient Contact When Prescribing ‘Take Home’ Naloxone

Rates of death and injury related to overdose from prescription and illicit opioids have reached unprecedented levels in Canada? Prompt administration of the opioid inhibitor Naloxone can be lifesaving. Did you know physicians may prescribe Naloxone in the absence of direct patient contact, provided there is assurance that the recipient of the prescription will receive necessary education and training in Naloxone’s administration? For more information on this please visit <https://cpsns.ns.ca/wp-content/uploads/2017/10/Exemption-for-Naloxone.pdf>

Professional Standards Regarding Review of Monitored Drug History Before Prescribing

Did you know that physicians and pharmacists can access the most recent 18 months of your prescription history through the Nova Scotia Prescription Monitoring Program (NSPMP)? In episodic, urgent or emergent care settings, physicians are able to review your drug profile as maintained by the NSPMP prior to prescribing narcotics or any controlled drugs or substances. All physicians and care facilities should have access to the NSPMP. For more information please visit <https://cpsns.ns.ca/wp-content/uploads/2017/12/Review-of-Monitored-Drug-History-Before-Prescribing.pdf>

Professional Standards Regarding Transfer of Care

Did you know it is imperative that a single physician be identified at all times as the most responsible physician (MRP) for any patient? As a patient you have the right to know which physician is most responsible for your care. You should always be made aware of your MRP if you move, or if there is a change in your condition where your level of care needs to be adjusted. For more information please visit <https://cpsns.ns.ca/wp-content/uploads/2017/10/Transfer-of-Care.pdf>

Professional Standard and Guidelines Regarding Accepting New Patients

Physicians may not discriminate against patients at any time including when considering them as new patients in their practice. Did you know that physicians who are accepting new patients into their practices should use a first-come, first-served approach? Physicians are bound by the *Human Rights Act* which prohibits discrimination. For more information on new patient guidelines please visit <https://cpsns.ns.ca/wp-content/uploads/2017/10/Accepting-New-Patients.pdf>

Guidelines on the Provision of Care by Physicians after Hours or During Short-Term Absences

Did you know physicians have an obligation to assist or direct patients to care when their offices are closed or when they are unavailable? This obligation should be met by participating in on-call coverage, and/or providing information to patients on where care is available in their absence. For more information on after hours or short-term absences of care by physicians please visit <https://cpsns.ns.ca/wp-content/uploads/2017/10/Provision-of-Care-After-Hours-or-During-Short-Term-Absences.pdf>

Guidelines for Physicians Regarding Referral and Consultation

When referring a patient to a specialist communication between physicians should always serve the best interests of patients and should be respectful, collaborative and courteous. Did you know that all physicians providing patient care should be accessible, personally or through a designated delegate to ensure safe continuity of care? <https://cpsns.ns.ca/wp-content/uploads/2017/10/Referral-and-Consultation.pdf>

Professional Standard Regarding Medical Records

Did you know that you own the information in your medical record? You are entitled to examine a complete copy of your medical record, which includes any records created by your doctor or any other physicians upon request. If you have any questions regarding record retention and access to information, please visit <https://cpsns.ns.ca/wp-content/uploads/2017/10/Medical-Records.pdf>