Dear Patients,

In response to the physician shortage, our clinic will be trialing a new approach to caring for currently unattached community patients of the Bow Valley.  Instead of being assigned to one dedicated physician, you will be cared for by "locum" physicians.  Locums are physicians who help communities for a period of time, either longer-term (ie. parental leaves) or shorter terms (ie. brief vacations).

As we all know, the Bow Valley is an incredible community to live and work, so we currently have a number of locums interested in serving our community for varying periods of time.  Some locums are interested in working at our clinic 1d/wk on a recurring basis, whereas others are interested in helping 4d/wk for a few months at a time.  Therefore, this care model will allow you to consider Mountain Maternity and Family Medicine as your "Medical Home", but the locums would be providing "Episodic Care" as defined by our College of Physicians and Surgeons of Alberta (CPSA) rules (for more details, please visit https://cpsa.ca/physicians/standards-of-practice/episodic-care/)

Certainly, the fact that you cannot be rostered by a specific physician who can get to know you and provide consistent care is not ideal for patients or physicians. Instead, we are trying to serve our community in any way possible, by offering a convenient and effective way to access timely family medicine services beyond the absolute basics. It is our goal to have locum coverage 3-4d/wk at our clinic, enabling you to receive timely healthcare access.  Your chart will remain available at our clinic, so any locum you see will have the opportunity to review your medical history and previous visits/tests/etc in order to meet your medical needs.

To participate in this model, we ask patients to book their appointment through our Pomelo patient portal. When you book your first appointment, in addition to being asked for the “Reason for your Visit”, you will be asked to complete a "New Patient Intake Form"; please provide as many pertinent details as possible. This Intake Form will form the basis of your ongoing medical chart, and it will be essential for an improved care experience.

Fortunately, we have been speaking with a number of physicians who are also thinking of moving and starting a roster in the Bow Valley; and at that time when they join, you will be given the option to transfer care and establish a formal relationship with those new physicians.

Thank you for being open to this new model of care.  Our clinic is enthusiastic to serve our community in such a meaningful way

Sincerely,

Dr Flowers and the Mountain Maternity and Family Medicine team

**FAQs**

1. **This is episodic care (and this is NOT a walk-in care model):** This new care model is designed for locum physicians to provide temporary and episodic care focused on a presenting concern.Although many of our locum physicians will return on a recurring basis, you cannot expect to have an ongoing care relationship with any one physician.
2. Because our permanent physicians already have full rosters, they are unable to see you for your care needs; the locums will be happy to serve you.
3. If you visit the ER and asked for your “Family Doctor”, unfortunately, none of the locums are considered your family doctor. (Rest assured, the ER note is available on Netcare for any future doctor to see though)
4. The locums will have access to your “New Patient Intake Form”, but sharing your medical history at each visit may be necessary.
5. **Services Not Provided**: Because there will be no formal relationship with one particular physician, some services are more challenging to provide. In hopes of offering the best care possible to as many patients as possible, our doctors can not provide the following services currently:
6. Long term disability paperwork
7. Legal opinions / assessments
8. It will be at the locums’ discretion whether they provide routine refills of benzodiazepines, sleeping pills, opioids, ADHD medication, and testosterone.
9. Given the complexities of certain conditions, such as Chronic pain and Adult ADHD, these may be best managed by a long-term physician instead of this Episodic Care Model.
10. **Your Responsibilities:** You are responsible for following through on requested blood work, imaging, routine screening, or other; you will not be reminded.
11. If you are recalled to discuss results, do not combine the visit with other concerns: this can be dangerous.
12. You are welcome to continue to search for another physician while being served by our clinic under this care model. You will also be notified when our clinic is successful in recruiting other permanent physicians. However, if you find a physician elsewhere, your records can be transferred over as well (at your request)