

**After-Hours Clinics  
Spruce Grove & Stony Plain  
Policy & Procedure Manual**

January 2012

*(Revised September 16, 2013)*

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## ***Introduction***

This manual has been prepared to assist all staff members in their knowledge of the policy and procedures for the WestView Primary Care Network (PCN) After Hours Clinics in Spruce Grove and Stony Plain. This manual attempts to provide standard practices and procedures to assist new staff at induction and by all staff as a reference tool in dealing with many day-to-day issues and to ensure that the performance and appearance of the WestView PCN and the After-Hours Clinics reflects current provincial and local standards and guidelines appropriate for professional clinics.

## ***Mission Statement***

*The Mission of the WestView PCN is to create and maintain an integrated, accessible and affordable primary healthcare system for the population of WestView through collaboration with our partners- the community, healthcare providers, regional health, educators, researchers, professional organizations, government and the private sector.*

*We will optimize available resources, build intellectual and human capital, nourish innovation, train tomorrow's leaders, share knowledge and standardize care delivery with an evidenced-based approach.*

The After-Hours Clinics are intended to supplement the existing after-hours services at participating physician clinics and reduce non-emergent patient load off the WestView Health Centre (WHC) Emergency Department in Stony Plain. Each clinic provides urgent/episodic medical services to walk in patients with non-life threatening injury or illness.

## ***Clinic Background***

The WestView After-Hours Clinics (AHCs) supplement the existing after-hours services provided by the participating physician clinics and serve to reduce the patient load at the WestView Health Centre (WHC) Emergency Department in Stony Plain. The AHCs provide urgent/episodic medical services to walk in patients with non-life threatening injury or illness. Patients requiring advanced levels of care are referred to an Emergency Department of their choosing. No narcotics or controlled substances of any kind are stocked at the clinic.

The clinic is staffed by one physician each evening on a rotational basis (see Appendix IV for Physician Scheduling Procedures) and is assisted by one of two job-sharing Medical Office Assistants (MOA) employed by the PCN. The MOA's may also provide billing services and payment reconciliation as required.

Physicians are deemed to be the custodians of patient information and the WestView PCN is the Information Manager to the custodians. Each participating physician (custodian) of the PCN is responsible for the safekeeping of the health information as identified in their office policies and procedures. The WestView PCN acts as the Information Manager to the custodians participating in the clinic.

The operations of the clinic are paperless and the PCN utilizes an Electronic Medical Record (EMR) system to maintain all patient information. Role based access permissions to the EMR are based on a need to know basis.

Clinic personnel and their respective roles include:

### **Physician Leads – Two WestView PCN Physicians**

- Provide liaison, oversight and management of medical service delivery programs.
- Provide leadership through the process of planning, implementing, and evaluating specific service enhancement strategies.
- Responsible for ensuring input is received and communication of specific service enhancements is shared with the other PCN physicians.
- Responsible for physician roster administration, physician issue management, recruitment of clinic support staff, purchase approval of equipment/clinical supplies, physician services agreement, lease/leasehold improvement issues, etc.
- Responsible for clinical policies and procedures.
- Responsible to monitor program sustainability, facilitate program performance evaluations and provide strategic recommendations to the NPC Board of Directors.

#### After-Hours Clinic Physicians -

- Use evidence-based practice in providing clinical care.
- Provide primary care and performs patient examinations, assessments, and treatment on a rotational basis by participating in the After-hour Clinic roster.
- Arrange for patient DI or laboratory testing (if required) as needed.
- Update the EMR system with the assessment, diagnosis, treatment, etc. and encounter notes.
- Responsible for developing their own systems (non-billable time to AHC) to obtain and follow-up on any DI/Lab test and x-rays they have ordered. Physicians will also manage and communicate the DI/Lab results to the relevant parties as needed. Labs and DI testing are the responsibility of the physician who ordered the tests. AHC-MOAs do not contact patients for follow-up as they are not authorized to do so. Physicians who encounter difficulty in obtaining contact information for an AHC patient may contact the WestView PCN Administration office during regular office hours to provide assistance in obtaining patient contact information.
- Responsible for ensuring on-going continuity of care of the patient by linking the episode of care to the patient's family physician.
- Responsible for communicating with the patient's family physician, outside the hours of scheduled shifts through record creation and personal communication, when necessary.
- Responsible for completing their timesheet and finalizing their billings at the end of each shift.

#### Medical Office Assistant (MOA) (Two MOAs are employed at each After-hours Clinic)

- Responsible for performing routine medical office administrative and clinical tasks.
- Answers telephones, greets patients, creates and updates patient's electronic medical records, fills out insurance forms, handles correspondence, arranges for laboratory services, may assist with physician billings.
- Effectively communicates information to patients and physicians and other WestView PCN health care providers and personnel, while maintaining strict privacy and confidentiality.

### ***Appointments***

No appointments are necessary since this clinic was established to provide urgent/episodic medical services to walk-in patients with non-life threatening injury or illness. Patients requiring advanced levels of care will be referred to the WHC Emergency Department in Stony Plain.

### ***After-hours Clinic-Spruce Grove Location & Hours***

**Address** 101, 505 Queen Street, Spruce Grove  
**Telephone** 780.960.9533 x221  
**Fax** 780.960.9591  
**Hours** Monday – Friday: 1800 - 2200  
(Not open on Statutory Holidays)

### ***After-hours Clinic-Stony Plain Location & Hours***

**Address** Co-located within WestView Health Centre at 4405 South Park Drive, Stony Plain  
**Telephone** 780.963.7108  
**Fax** 780.963.7380  
**Hours** Monday – Friday: 1800 - 2200  
(Open on Statutory Holidays – Excluding Christmas Eve, Christmas Day, Boxing Day, New Year’s Eve, New Year’s Day, Easter)

### ***Access & Parking***

The WestView PCN undertakes the following:

- To recognize that ease of access to the After-Hours Clinic is important to all patients and to make all reasonable efforts to facilitate safe physical access to the premises and services offered:
  - Doorways and walkways are to be kept free of clutter, boxes, etc. to ensure a clear pathway for all persons and in an emergency.
  - Appropriately sized bariatric equipment such as blood pressure cuffs, weigh scales and seating are to be made available.
  
- To assist patients with physical disability by providing wheelchair access, suitable parking, and appropriate signage.
  - Car parking facilities are available within a reasonable walking distance from the Clinic. There are designated spots for physically disabled drivers.
  - Signage in the main lobby/reception area allows the public to easily locate the clinic location and displays the entire clinic name.

## ***Clinical Workflow***

### **Prior to receiving patients**

1. MOAs set up the physician's computer and ensure that office supplies including pens and Patient Information forms (Appendix III) and any medical reference materials are easily accessible.
2. MOAs prepare the examination rooms ensuring that they are clean, set up and stocked with the necessary supplies including:
  - Gloves
  - Gowns and covers
  - Bed paper
3. MOAs call the physician scheduled to work the next shift and also the physician who is scheduled to work in five shifts. This information is obtained by accessing After-hours Clinic's electronic schedule located on-line at <https://secure.westviewpcn.ca>. MOA's are provided a username and password at commencement of their employment. Any issues relating to access must be addressed with the PCN Business Manager. MOAs shall not contact the physicians via e-mail.
4. After-hours Clinic Stony Plain staff shall place WestView PCN After-hours Clinic sandwich board signage at the WestView Health Centre Emergency Department (in location pre-determined with WHC Administration) and outside the main clinic doorway at the beginning of their shift (MOAs at the AHC-SG are not required to post appropriate signage).
5. Review messages on the telephone voice mail and note any information that is to be passed on to the physicians. Also, MOA ensures that the information is provided to the appropriate physician.

### **Setting up patient's visit:**

1. Patients walk in and self-triage.
2. MOAs provide patient with Patient Information Form (Appendix III) to be fully completed by the patient prior to being seen by a physician. Each patient must fill in a separate form for each member of their family.
3. MOAs provide assistance to those experiencing difficulty understanding the information provided.
4. Patients are seen on a first-come, first-served basis following completion of the form.
5. The Patient Information Form requests information on whether the visit is a WCB Claim.
6. MOAs input the patient's demographic information into the EMR and determine if the patient is already in the system.
  - a. If the patient is already in the system, MOAs confirm the patient's demographic information and update any new information. The patient is entered into the Patient Appointment scheduler of the EMR to 'arrive' patients.

7. If the patient is not in the EMR, MOAs input the information into the EMR and the Patient Appointment scheduler of the EMR to 'arrive' patients.
8. MOAs scan the Patient Information form into the EMR and then shred the document.
9. MOAs call patients as they are queued by using their first names only. If two people respond then the last name will be used.
10. MOAs accompany the patient to the examination room and suggest that they have a seat until the physician comes. MOA is not required to remain in the examination room with the patient.
11. If the patient does not have family physician, the physician will provide them (or will request that the MOA provides them) with information on which area physicians are accepting new patients and, if follow-up is required, recommend that the patient makes an appointment.
12. MOAs may be required to access Alberta's provincial NetCare database or Alberta's provincial Picture Archiving and Communications Systems (PAC). Forms to obtain usernames and passwords are provided and forwarded at commencement of their employment. Any issues relating to access must be addressed with the PCN Business Manager. Following the patient's visit with the physician, the MOAs may assist the patient with general enquiries such as name and address of area pharmacies, diagnostic labs, etc. or call for a taxi for them, as requested.
13. If a patient is asked to return to the After-hours clinic for further examination or follow-up on test results, a message to that effect is left in the telephone mailbox for the next scheduled physician.

#### **At the end of the shift**

1. After-hours Clinic Stony Plain MOAs remove signage. This is not required at AHC-SG.
2. Ensure that physicians sign off Physician Timesheet following each shift (see Attachment V). All physician timesheets are collected, sorted by date and submitted to the PCN Business Manager at month end.
3. MOA timesheets are completed and submitted to the PCN Business Manager on a bi-weekly basis. .
4. MOA electronically faxes (via EMR) encounter notes from visit to patient's family physician, if applicable.
5. MOAs send nightly e-mails of After-hours statistics to PCN Executive Director, Business Manager, and Health Information Analyst. Information provided to include; Physician On Duty, # of Patients Registered, # of Patients Left Prior to Care, # of Patients Referred to ER by Physician, # of Patients Referred Elsewhere by MOA. Any issues or problems relating to their shift at the After-hours Clinic to be sent in a separate e-mail to PCN Business Manager.
6. MOA secures laptops and cleans examination rooms.
7. Use 'communication book' or email to share information between MOAs.



### **Uninsured Services**

The After-hours Clinic charges set fees for uninsured services (Appendix V). Lists of fees and services provided are posted and available to clinic staff and physicians. Any uninsured service billings must be discussed with the patient prior to the service being performed.

The only acceptable form of payment is exact cash. A receipt is given to the patient by the MOA. The MOA locks all cash and invoice sheets in the cash box. Any cash fee-for-service is bank deposited on a monthly basis.

### **Telephone Etiquette:**

All incoming telephone calls shall be answered with appropriate clinic identifying statements such as “After-hours Clinic, (your name) speaking. May I help you?” Incoming telephone calls are to be answered as soon as possible with preference being given to the in-person patient. It is not appropriate to talk on the telephone when there are patients at the desk. If patients are waiting at the desk while the MOA is on the phone, take a message and call the person back. If unable to answer the telephone, review any messages as soon as possible.

Callers who ask which doctor is working that evening’s shift are advised that the After-hours Clinic policy requires that information not be disclosed and that there is a doctor available if they require medical assistance.

Callers requesting information on clinic wait times are advised that the After-hours clinic does not provide this information.

## ***Your Responsibilities***

### ***Confidentiality of Information***

The *Health Information Act* (HIA) provides rules governing the collection, use and disclosure of health information. WestView PCN is bound by the requirements of this Act and shall only collect, use or disclose health information in accordance with it. Staff members should be familiar with the Health Information Act. If any doubt at all exists, consult the attending physician, Privacy Officer, or Business Manager before releasing any confidential information. The policies surrounding this Act are to be reviewed by each staff member and any questions surrounding the confidentiality of information should be directed to the Privacy Officer/designate.

Staff members are required to sign a Confidentiality Agreement prior to employment with the WestView PCN. All staff members are expected to respect confidentiality of patient information and under no circumstances are the contents of a patient's file to be discussed with an outside party unless provided for under the rules set forth by the HIA. The business or medical affairs of our patients or the clinic are not to be discussed with an outside party.

In handling information within the WestView PCN, care should be taken when relaying information concerning patients to other staff members. Avoid examination or discussion of records or reports in the presence of other patients or leave them displayed where others might read them. Ensure that if computer stations are left unattended that you have "Changed User" and that the "Hide Names" feature is used at all times.

The attending physician is the custodian of the patient's file and the WestView PCN is the Information Manager on behalf of the physician. To protect patients from misinterpretation and possible self-misdiagnosis, no attempt should be made to answer any questions a patient might ask in respect to a diagnosis. Reference should always be made to the appropriate physician.

No part of a patient's report/record may be given to a third party unless we have written consent of the patient, the attending physician or, where appropriate, the patient's nearest relative or guardian. The only exception to this policy is the release of information to another physician who is attending the patient. An infraction of this policy may result in immediate dismissal from the employ of the WestView PCN.

### ***Use of Telecommunications and Computers***

The WestView PCN provides access to telephones, computers and internet.

Good telephone etiquette is important as it provides an impression to the caller. When responding to incoming calls, please ensure that you:

- Answer the call promptly.
- Be courteous and tactful.
- Make sure callers are not left "hanging" when calls are transferred or put on hold. When possible do not conduct business in the presence of patients or other third parties.
- Hang up carefully.

Please recognize that personal use of the telephone impacts the efficiency of our organization. While the PCN does not wish to deny you the use of the phone for necessary personal calls, we would ask that you keep such calls to a minimum and be as brief as possible. Continued abuse of this privilege will result in disciplinary action.

The use of WestView PCN provided cell phones or personal cell phones while driving in your vehicle for WestView PCN business is prohibited. Cell phone usage while driving is unsafe.

Use of WestView PCN computers for personal use is prohibited unless approved by the Business Manager. No programs may be added or downloaded to computers without approval by the Business Manager as some programs may have an adverse effect on the operation of the system.

Internet access is provided as an additional tool for staff members to access information relevant to their positions and providing patient care. Personal use is strongly discouraged. Downloading, e-mailing, and viewing material that is considered offensive or in poor taste is expressly prohibited. Any staff member found to be in violation of this provision will be subject to the discipline process as described in the Information Security Manual. More in-depth information and processes regarding computers and telecommunications can be found in the Information Security Manual.

### ***Emergency Response Plan***

The After-hours Clinic Spruce Grove staff and physicians shall adhere to all requirements and protocols as outlined in WestView PCN's *Emergency Response Plan* –Appendix II.i. The After-hours Clinic Stony Plain staff and physicians shall adhere to Alberta Health Service's Quick Codes Plan for WestView Health Centre – Appendix II.ii.

## ***Appendix I- Emergency Response Plan***

(see Emergency Response Plans for specific location)

***Appendix II- Patient Information Form***



**WestView Primary Care Network  
After-Hours Clinic  
Patient Information**

**\*\*Please Note\*\***  
After-Hours Clinic  
patients are seen on a  
FIRST-COME, FIRST-  
SERVED basis.

**PLEASE PRINT**

Sign In Time: \_\_\_\_\_ WCB Claim? Yes: \_\_\_\_\_ No: \_\_\_\_\_

Reason for Visit: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Male: \_\_\_\_\_ Female: \_\_\_\_\_

Date of Birth: Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_

Alberta Personal Health Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/Town, Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Alternate Phone Number: \_\_\_\_\_

Family Physician: \_\_\_\_\_

Emergency Contact & Phone Number: \_\_\_\_\_

Allergies

Current Medications

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Referral Source

If this clinic was not available, would you:

- |   |  |
|---|--|
| <input type="checkbox"/> Self             | <input type="checkbox"/> Go to the Emergency Room                                  |
| <input type="checkbox"/> Family Physician | <input type="checkbox"/> Take the next available appointment with Family Physician |
| <input type="checkbox"/> Emergency Room   | <input type="checkbox"/> Stay home   |
| <input type="checkbox"/> Other: _____     | <input type="checkbox"/> Other: _____  |

When you receive health services of any kind from the WestView Primary Care Network (PCN), we collect individually identifying personal information and health information from you and share this with the WestView PCN and with your family doctor and other health service providers that need the information to provide you with health services.

The personal health information that you provide to us is collected, used and disclosed in accordance with the provisions of the Health Information Act (HIA), and is primarily used to provide diagnostic, treatment and care services to you, and to bill the Alberta Health Care Insurance Plan for services provided. The privacy provisions of the legislation require that we protect your health information from unauthorized access, use, disclosure or destruction. Personally identifiable information that you provide to the WestView PCN will be kept private and confidential. For quality improvement purposes, patient non-identifiable information will be aggregated to evaluate and examine WestView PCN's programs and services. Only aggregate data of WestView PCN patients will be presented in any WestView PCN administrative, research, or evaluation reports.

If you have any questions with regard to the above, or require more information, please contact our Executive Director, G. Moe at 780.960.9533 Extension 223.

I understand and agree to the collection, use and disclosure of my health information by Westview Primary Care Network as indicated above.

Signature: \_\_\_\_\_  
(Patient or Parent/Guardian Child Under 18 Years)

AHC\_Patient Information form\_221211\_SD.docx

### ***Appendix III- Clinic Safety***

## ***Infection Prevention & Control***

The WestView PCN and associated healthcare providers understand and support infection prevention and control strategies designed to protect patients, healthcare providers and the community.

*Routine Practices* are to be used with all patients at all times. Policy and procedures on infection prevention and control are developed and regularly reviewed.

Appropriately performed hand hygiene is the single most important step in the prevention of the transmission of infection. Acceptable methods of hand hygiene are liquid soap and water or an alcohol based hand rub. The use of an alcohol based hand rub is the preferred method for hands that are not visibly soiled and are always available at the point of care. All clinic treatment rooms are equipped with a sink and disposable paper towels for hand hygiene.

The following routine practices are used with all patients, at all times:

### ***Hand Hygiene***

Hand hygiene is always performed with an alcohol-based hand rub or soap and water:

- Before and after each patient interaction;
- Before performing any invasive procedure;
- After care involving body fluids and before moving to another activity;
- Before putting on and after taking off gloves and PPE
- After personal functions, (restroom, blowing nose)
- Whenever hands may come into contact with secretions, excretions, blood and body fluids

### ***Mask & Eye Protection***

- Protect eyes, nose and mouth during procedures or care activities likely to generate splashes or sprays of blood, body fluids, secretions or excretions
- Wear within one meter of a coughing patient

### ***Gown***

- Wear a long sleeve gown if contamination of uniform or clothing is anticipated

### ***Gloves***

- Wear gloves when there is a risk of hand contact with blood, body fluids, secretions or excretions, non-intact skin, mucous membranes, or contaminated surfaces or objects;
- Wearing gloves is not a substitute for hand hygiene;
- Perform hand hygiene after removing gloves

### ***Environment***

- All equipment that is being used by more than one patient must be cleaned between patients;
- All touched surfaces in the patient treatment areas must be cleaned daily



### ***Linen and Waste***

- Handle any soiled linen and waste carefully to prevent personal contamination and transfer to other patients

### ***Sharps Injury Prevention***

- **USED NEEDLES ARE NEVER RECAPPED**
- Sharps are disposed of in appropriately placed , sealed sharps containers
- Sharps containers are replaced once  $\frac{3}{4}$  full

### ***Personal Protective Equipment***

All required Personal Protection Equipment (PPE) will be available for use by healthcare providers as required. All staff will understand their responsibility to protect themselves and the public with the appropriate use of PPE. Whenever there is a risk of coming in contact with non-intact skin, mucous membranes or body fluids any of the following PPE appropriate to the task at hand will be used:

- Gloves
- Masks (Surgical) face/eye protection/face shields
- Gowns

### ***Medical Equipment***

All critical or semi-critical medical equipment used in the clinic is single-use and disposed of after each use. No critical or semi-critical medical equipment that is labeled as single use or disposable by the manufacturer is ever reprocessed or reused.

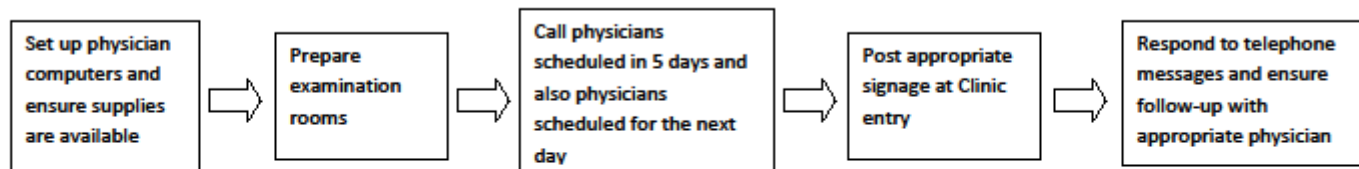
## ***General Cleaning Procedures***

The clinical environment and non-critical medical equipment is routinely cleaned. No skin antiseptics are used to clean inanimate objects. There is a regular schedule for daily cleaning:

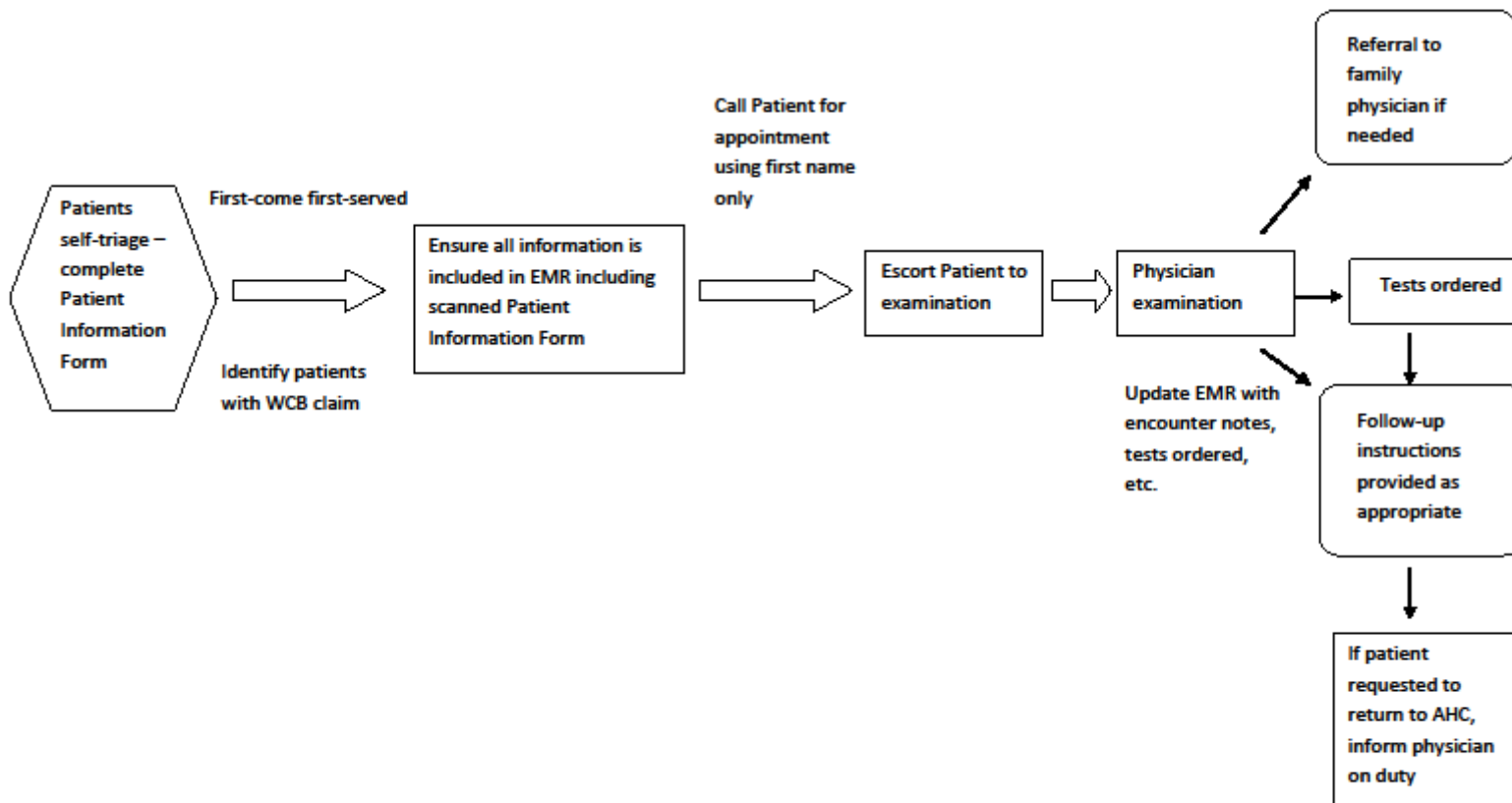
<b>Surface/ Object</b>	<b>Procedure</b>	<b>Special Considerations</b>
Non- critical patient care equipment such as blood pressure cuffs and stethoscopes	For maintenance requirements these are cleaned as needed to remove any accumulation of dust and dirt,( or when soiled with blood and body fluids)	Follow manufacturer’s instructions on cleaning
Horizontal surfaces such as treatment tables, work counters	<ol style="list-style-type: none"> <li>1. Daily regular end of day cleaning with detergent or appropriate disposable wipes</li> <li>2. Cleaned when soiled</li> <li>3. Cleaned between patients</li> </ol>	Appropriate low level disinfectants are: <ul style="list-style-type: none"> <li>• Accelerated hydrogen peroxide products</li> <li>• Follow the manufacturer’s instructions on correct exposure time</li> </ul>
Walls	Are cleaned regularly with a detergent solution and as visibly soiled	
Floors	<ol style="list-style-type: none"> <li>1. Regular cleaning</li> <li>2. Cleaning when soiled</li> <li>3. Damp mopping used</li> </ol>	A regular cleaning detergent is adequate- unless: blood or body fluid spills have occurred -then first cleaned with disposable cloths, followed by disinfection with a low level disinfectant.

## ***Appendix IV- Clinic Flowsheets***

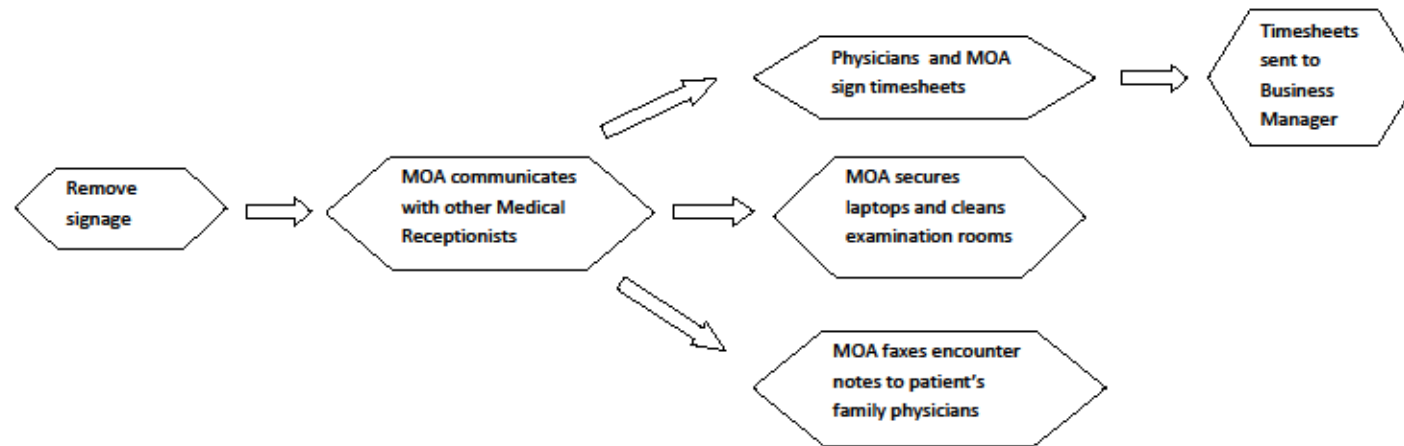
**Clinical Workflow – Prior to Receiving Patients**



Clinical Workflow – Patient Appointments



**Clinical Workflow – End of Shift**



## ***Appendix V - After-Hours Clinic Services and Fees***



## After-hours Clinic Services

### Services NOT Provided

- Patients arriving by ambulance
- Bank/Insurance/Passport Medicals
- Pre-Natal Visits
  
- Casting
- Cervical Collars
- Chest Pain and Distress
- Fracture Reduction
- Obvious Fractures
- IUD Insertion
- IV Medicine Administration
- Loss of consciousness
- Major Dressing Changes
- Provide Crutches
  
- Pregnancy Testing
- Removal of Foreign Body in Eye
- Surgical Procedures (drain lumps/bumps/toenails)
- Suturing
- Referral to Specialist
  
- Nebulizers
- Oxygen Saturations/Peak Flow
- Post Operations/Post-Natal Medicals

*\*Attending physician's discretion*

*\*\*Patient to provide injection medication*

*\*\*\*Obvious foreign body that will NOT require suture*

**WESTVIEW PRIMARY CARE NETWORK HAS**

**NO NARCOTICS ON THE PREMISES**

**NO TRIPPLICATE, OPIATE, NARCOTIC, OR SEDATIVE**

**MEDICATIONS WILL BE PRESCRIBED**





## AFTER HOURS CLINIC SERVICE FEES

Alberta Resident – No Alberta Health Care Coverage .....	\$40.00
Out-of-Province Resident – No Alberta Health Care Coverage.....	\$40.00
Quebec Resident.....	\$40.00
Non-Canadian Resident .....	\$60.00
Driver's Medicals .....	\$100.00
Form Completion.....	\$50.00

### WE DO NOT PROVIDE THE FOLLOWING SERVICES:

- Aviation Physicals
- Passport Applications
- Bank and/or Insurance Physicals
  - Blue Cross Physicals

- ✓ Fees are subject to change and are required to be paid PRIOR to visit.
- ✓ Fee covers visit with the physician and DOES NOT cover any additional fees that may be required by other departments for lab testing and/or diagnostic imaging.
- ✓ Cash ONLY.
- ✓ Completion of physicals is at each physician's discretion.

Effective: July 30, 2009