



October 11, 2018

College of Physicians and Surgeons of Ontario  
80 College Street  
Toronto, Ontario M5G 2E2

Via Email: [continuity@cpsy.on.ca](mailto:continuity@cpsy.on.ca)

Dear CPSO Policy Department:

Thank you for the invitation to provide feedback on the CPSO *Continuity of Care* policies.

We recognize and support the CPSO's role to serve and protect the public, and appreciate the privilege that we are afforded, as physicians and surgeons, to be a self-regulated profession. We appreciate that the CPSO has a very important role in protecting the best interests of patients and educating physicians on their ethical obligations towards their patients.

The policies by and large are quite clear, comprehensive and very much reflective of the College's mandate to protect patients. For the ***Continuity of Care*** and ***Walk-In Clinics*** policies we have no specific feedback to offer. We do have a few suggestions to offer for the other policies.

**Availability and Coverage Draft Policy**

- It appeared to us that lines 46 and 47 in the draft are repetitive. We found the wording much clearer in row 1 of the table included in the Primer.
- We felt that the term "sustained patient relationship" is not clearly defined. We wondered if the reference was primarily to GPs or also consultants who patients see q6months.
- We appreciated the inclusion in the Primer of the relation to physician burnout.
- It would be helpful to include examples of afterhours care that are not a walk-in clinic or Emergency Department which are identified in the document as being uncoordinated and often inappropriately used. (Based on review of Primer, page 2, 4th point of chart).

**Managing Tests Draft Policy**

- We wonder if guidance should be provided to physicians about any responsibility and follow-up resulting from a patient misinterpreting lab results on the patient portal?

**Transitions in Care Draft Policy**

- If the CPSO advises specific timelines for completion of discharge summaries, then it should be included (such as where the CPSO identifies that consultation reports must be completed in 30 days of the consult).

We do, as always, appreciate being included in the CPSO's consultative process.

