



January 27, 2025

**CPSO Accepting New Patients Policy**  
Statement from the OMA Section on Plastic Surgery

The OMA Section on Plastic Surgery appreciates the opportunity to provide feedback on the CPSO draft policy, *Accepting New Patients* and the accompanying 'Advice to the Profession' document. We commend the College for its efforts to better clarify the process for physicians accepting new patients into their practice.

Our Section is generally in agreement with the CPSO policy's intent and direction. However, we believe that some clarifications would further enhance the policy.

**1. Documentation of Reason for Refusal (Point 5c)**

More clarification on what the requirements are for documentation when it comes to reason for refusal would be very helpful. How much information/justification is required? Where should this be documented?

**2. Patients Outside Scope of Practice (Point 6)**

This point seems to pertain to primary care physicians, but it is important to clarify for specialist practices as well. It often happens that a patient may be accepted into a practice based upon referral information, but when the patient presents, the information may not have been fully accurate / the patient's condition may actually fall outside the specialists' scope of practice. In these situations, is the onus on the specialist to find/make a referral to another health care provider, or can specialists inform the referring physician / primary care provider of the patient to determine next steps of care? Placing the ongoing referral requirement on the specialist may add a significant burden of work and may result in inadequate follow-through on these issues if not part of their traditional workflow.

Thank you for considering these points as you refine the policy. We believe that these clarifications will enhance the effectiveness of the policy and support physicians in adding patients to their practices in a fair and equitable manner.

If any further clarification is required, we would be happy to discuss this at further length.

Sincerely,



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