

March 31, 2020

Re: Ensuring you Receive Medical Care when you need it

Dear Resident:

The Saskatchewan Medical Association (SMA) and Family Practice Physicians value your health, your safety, and the medical care you receive, and have made changes to how physicians are paid to manage your care in your Special Care Home facility.

We believe the new service, *Special Care Home Management*, will ensure you receive the medical care you need, when you need it. The SMA, Family Practice Physicians and the Ministry of Health have worked on this update for over a year, and the changes are effective April 1, 2020.

Physicians will provide your ongoing care in the following ways:

- A physician will identify themselves as responsible for the continuous management of your care;
- Regular routine visits may not be done; however, you will be visited by a physician when your medical condition requires the need to be seen;
- If you, your family, the Special Care Home staff, or your physician think you need a physician visit, a visit can occur, and will be documented in your chart; and
- If you, your family, or the Special Care Home staff want to contact your physician for anything related to your care, including ordering medications and refills, ordering and reviewing test results, or providing advice to you/your family members/caregivers/facility staff, feel free to contact your physician by phone, email, or fax.

Further, due to the COVID-19 pandemic, physicians can now provide care to residents in Special Care Homes either through telephone or video (*some technical restrictions apply*).

Physicians are here to support your care. If you would like more information about this initiative, you are encouraged to call your physician or contact your facility administrator.

Sincerely,

Dr. Stan Oleksinski
President, Section Family Practice Board