



# Contextual Information – Emergent, Urgent, and Inpatient Requests

The Standard of Practice – Emergent, Urgent, and Inpatient Requests establishes clear requirements for registrants to work collaboratively with other registrants and health care providers to deliver good medical care to patients who have a condition that places their health in jeopardy if immediate medical attention is not provided.

This standard must always be interpreted from the patient's perspective, with the primary focus on ensuring that the patient receives the best possible medical care. Every action and decision taken by the registrants involved should be guided by the intention to deliver good medical care to the patient.

## Collaboration and Behavioural Expectations

Working alongside other registrants, health care providers, and institutions presents opportunities to significantly enhance the medical care provided to patients. At the same time, collaboration can sometimes be a source of frustration. However, each registrant is responsible for their own behaviour, and this Standard of Practice outlines the behavioural expectations for all registrants involved in patient care.

## Benefits of Adopting Professional Behaviours

When all registrants adhere to the behaviours defined by the *Code of Ethics and Professionalism*, many of the frustrations associated with providing collaborative care are reduced. As a result, both patients and registrants benefit from improved collaboration and professionalism in the delivery of care.

## Supporting Registrants

To further assist registrants in understanding the requirements of the Standard of Practice, a set of frequently asked questions (FAQs) has been provided.

### **Q. What are my responsibilities when considering the transfer of a patient?**

**A. Assess Local Treatment Options:** First, determine if the patient can be safely treated at their current location. Make sure you have reasonably explored all available local resources and treatment options before considering a transfer.

#### **If Transfer is Necessary:**

**Communicate Clearly:** Contact the receiving registrant directly. Provide concise, relevant information about the patient's situation, including what care has already been provided and your reasons for recommending a transfer.

**Collaborate:** Work together with the receiving registrant to arrange the transfer and ensure a safe solution for the patient.

**Perspective Matter – Here are differing perspectives on the same issue:**

**Q. I often receive requests from rural or remote facilities seeking to transfer patients for matters that I do not have the expertise to deal with. What am I supposed to do when I am not the right person?**

**Q. When I try to transfer a patient in need of emergent care, I often feel that I am met with the 3 D's (Delay, Defect, Deny). How do I deal with this?**

**A.** All registrants must start with the understanding that the most important goal is to ensure patient safety and timely care through collaboration. Every action and decision must be based on ensuring the patient receives good medical care.

Applying the 7 Core Responsibilities of Effective Collaboration to the context of ensuring patient safety and timely care will address the above concerns:

1. Respond in a timely fashion.
2. Listen and consider the problem.
3. Provide care or offer professional advice.
4. Stay involved until your help is no longer needed.
5. Share enough information so others can understand the patient's situation.
6. Be professional and respectful at all times.
7. Respect the skills, expertise, scope of practice and resource settings of other collaborating health care providers.

**Q. When someone calls me about transferring a patient, am I “tapped in” and become the Most Responsible Physician?**

**A.** “Tapped in” means that you are responsible for assisting the requesting registrant in providing care. What that assistance looks like will vary depending on the circumstances. Eventually, you may become the Most Responsible Physician, but that occurs when you accept that responsibility.

**Q. What do I do when the registrant I am working with is behaving rudely and obnoxiously?**

**A.** Disrespectful behaviour can be frustrating, especially when you are committed to professionalism. Some constructive steps to consider are:

- **Remain Professional:** Continue to act respectfully and avoid mirroring the rude behaviour. This helps protect your credibility and helps prevent escalation.
- **Address the Behaviour:** If you feel comfortable, remind the registrant of the Standard of Practice, emphasizing that all actions and decisions must be based on ensuring the patient receives good medical care.
- **Document Interactions:** Keep a record of incidents, including dates and details. This can be useful if the issue persists and needs escalation.
- **Escalate if Necessary:** If the behaviour persists or it compromises patient care, report it, where appropriate, to the department lead or to CPSM. CPSM's primary role is to encourage improvement.