

Urgent Access Innovation Cards
BLANK for new ideas

(short descrip)



Who: _____



Resources: _____



VARIATIONS & IDEAS

- _____

- _____

- _____



CONTACTS & RESOURCES

- Implementation support -
Cacia crechlo@doctorsofbc.ca
- _____

Urgent Access Innovation Cards
Set A: Technology & Tools

URGENT ONLINE BOOKING

Reduce MOA workload
and increase access with
online booking for
same-day



Who: Office Managers, MOAs, PCPs



Resources: Requires technology upgrade or purchase



HOW IT WORKS

- Online booking for urgent access - with clear criteria for urgency listed online
- Appointments made available 4:30 pm day before
- Patients required to share reason for visit
- Office manager/MOA approves bookings before they are final



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
- Pacific Station Medical (Nanaimo) - contact PSP for peer support

Urgent Access Innovation Cards
Set A: Technology & Tools

2025 **AI SCRIBE**

Why take notes when an AI could do this for you? Focus on patients, reduce paperwork, enhance documentation



 *Who: PCPs, Office Managers*

 *Resources: Requires use of an AI tool*



HOW IT WORKS

- Some AI tools will generate referral notes as well as patient education notes
- Some AI tools can also
 - provide suggested differential diagnoses
 - draft referral notes from encounter information



CONTACTS & RESOURCES

- Practice Support Program (PSP)
Cacia crechlo@doctorsofbc.ca
- Peer support coaches available through PSP
- <https://www.doctorsofbc.ca/practical-considerations-using-ai-scribe>
- Canada Health Infoway provides funding for licences - sign up to receive info when more are available
<https://aiscribe.infoway-inforoute.ca/>

Urgent Access Innovation Cards
Set B: Sorting & Triage

'WEEK AHEAD' PATIENT TRIAGE

Optimize use of appointment time by previewing patient bookings & tasking MOAs the Wednesdays before each week's appointments



Who: PCPs, Office Managers, MOAs



Resources: None required; time-blocking each week



HOW IT WORKS

- Send lab requisitions & test in advance of appointment time
- Ensure accessibility and supports are in place
- Adjust appointment time to reflect complexity
- Consider rescheduling to accommodate urgent needs
- 'Quick call' or message through EMR to replace well patient check-ups



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
enhancement & efficiency tools

PHARMACIST REFERRALS

Dealing with too many appointments? Clearly communicate which sets of symptoms can be treated by community pharmacists



Who: PCPs, Office Managers, MOAs



Resources: Checklist of pharmacist conditions



VARIATIONS & IDEAS

- Consider 'urgent refills' with pharmacist, and regular book-out time for check-up and refill
- Identify which contexts are NOT a good fit for pharmacist referral
- Connect with specific pharmacists to understand their specialty, approach, etc



CONTACTS & RESOURCES

- Practice Support Program (PSP)
Cacia crechlo@doctorsofbc.ca
- See Minor Ailments and Conditions handout for more information on what pharmacists can & cannot prescribe
- Information for PCPs:
<https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/initiatives/ppmac>

URGENT APPOINTMENTS **NURSE-LED**

Nurses provide care to patients who have urgent needs



Who: Nurses, MOAs, PCPs



Resources: Allocation or re-allocation of nurse time



HOW THIS WORKS

- Clear guidelines provided to MOAs around criteria for appointments
- Options
 - Nurse-first: nurse collects history & provides input to PCP, who 'pops in'
 - Nurse autonomous: where possible, nurse resolves concern for patient



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Suzanne & Cacia
- Nurse in Practice Network
- NNPBC - <https://www.nnpbc.com/>

APPOINTMENTS FOR QUICK REFILLS

Short (5-min) appointments
allow patient contact and
provide urgent appointments



Who: PCPs, Office Managers



Resources: None required



HOW THIS WORKS

- If appointments are not booked, consider using these short appointments for lab follow-up
- Consider increasing length of prescriptions to reduce unnecessary appointments
- Consider faxes from pharmacies as a refill process - under careful parameters



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca

Urgent Access Innovation Cards
Set C: Appointment Innovations

BOOKING FOR **SAME-WEEK**

Find some urgent - but not same-day - needs? Reserve a set of appointments which can be booked starting Monday of each week



Who: PCPs, Office Managers



Resources: None, use existing EMR



VARIATIONS & IDEAS

- Block off some of these appointments for PCP-initiated follow-up
- Open slots exactly 7 days prior - eg slots on Wednesday morning, open starting the Wednesday prior



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
- Some Nanaimo PCPs have experimented with this approach

Urgent Access Innovation Cards
Set C: Appointment Innovations

SHIFTING SAME-DAYS

Consider shifting the time of day you offer same-day appointments



Who: PCPs, Office Managers



Resources: None, use existing EMR



HOW THIS WORKS

- Consider different ideas
 - 'Split shift' - slots both before lunch at at the end of the day
 - 'Mid-afternoon' - slots from 2-3pm, for example
 - 'Late start' - regular appointments start 10am, extra appointments booked before then (the day before)
- Clear message to staff on how to fill spots if not used for same-day



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
- Nanaimo PCPs have experimented with a wide range of approaches

DR. SARAH SMITH'S **VACATION RESET**

When going away for a planned vacation, use the opportunity to 'reset' wait-time



Who: PCPs, Office Managers



Resources: Time to set up calendar



HOW IT WORKS

- If your vacation is 2 weeks, book an additional 2 weeks off (and book a locum for that time)
- First day of vacation, open up the mornings for your return
- First day back in the office, open up afternoons for your return
- 'Dr. X would like you to see the locum' - to encourage locum appointments



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
enhancement & efficiency tools
- Dr. Sarah Smith's charting efficiency programing

Urgent Access Innovation Cards
Set C: Appointment Innovations

DR OR NP **‘PCP OF THE DAY’**

Within a clinic or practice group take turns seeing same-day urgent patients on behalf of colleagues



Who: PCPs, Office Managers



Resources: None, use existing EMR



HOW THIS WORKS

- Each PCP takes turns being the “PCP of the Day”, providing cross-coverage for clinic
- Can be a varying number of appointments for each for ‘PCP of the day’ - 3 to 10 shifts
- Potential to
 - Track demand on each day of the week & adjust accordingly
 - Have a locum provide tis



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
- Wellington and Nexus have Dr & NP of the day initiatives

PATIENT CLARITY ON **SAME-DAYS**

How and where do patients learn about same-day appointments, and how to access them?



Who: Office Managers, MOAs



Resources: To be developed



HOW THIS WORKS

- Post information about same-days in
 - waiting room
 - on website
- Also consider
 - patient agreement form for new patients
 - auto-response to emails written to clinic
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CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca
- Customizable template posters available through Access Initiative

POST-ED DISCHARGE CALLS

Contact patients post-discharge to discuss care plans and ensure timely follow-up



 *Who: Office Managers, MOAs, PCPs*

 *Resources: time*



HOW THIS WORKS

- Upon receipt of a hospital discharge fax, clinic provides follow-up by phone
- Develop clear agreements on
 - Which patients to contact after discharge
 - When and how to do so
 - Which member of the care team provides the followups



CONTACTS & RESOURCES

- Practice Support Program (PSP) - Cacia
crechlo@doctorsofbc.ca