

November 26, 2021

Good afternoon physicians,

We hope that this note finds you all well! As you know, LTCI after-hours call groups have now been in place across Victoria, Sooke, and the Saanich Peninsula for several years now. One of the biggest successes of the call group(s) has been having one number for care home staff to call to reliably reach a physician after-hours for urgent issues. Having one number to reach the physician on call simplifies the process for care home staff and minimizes after-hours coverage requirements for physicians.

That said, we have heard that care home staff occasionally call the MRP instead of the call group, and we have also been receiving reports of MRPs asking care homes to call them after-hours instead of using the LTCI after-hours call group(s).

We understand that physicians asking to be called after-hours are doing so out of a genuine care for the resident and family, however this bypassing has the unintended impact of jeopardizing the stability of after-hours coverage and can be confusing/time consuming for care home staff. Having different policies and procedures for different physicians, even if well intended, makes the process for reaching a physician after-hours unnecessarily complicated for facility staff in a time of urgency.

As always, as MRP, you may wish to provide coverage after-hours in exceptional circumstances, such as an end-of-life situation. If that is the case, please notify facility staff and leave a note in the resident chart.

**\*\*In the case that, as MRP, you get a call from a facility after-hours, please redirect the caller back to the call group in your area. \*\***

Please let us know if you have any questions or comments. As always, thank you for your excellent care of residents in our community.

Warm regards,

Dr. Margaret Manville, Medical Director of LTC Island Health and co-chair Vic-SI LTCI  
Dr. Mike Miles, co-chair Vic-SI LTCI