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## Professional Standard on the Standard of Care for Walk-in Clinics

This document is a **standard** approved by the Council of the College of Physicians and Surgeons of Nova Scotia.

A **standard** reflects the minimum professional and ethical behaviour, conduct or practice expected by the College of Physicians and Surgeons of Nova Scotia. Physicians licensed with the College are required to be familiar with and comply with the College **standards**.

### Preamble

The standard of care for patients by physicians does not vary with the location of clinical care. Patients are entitled to receive care of the same appropriate and professional standard at a walk-in clinic as they would receive elsewhere.

### Professional Standard

At minimum physicians working in walk-in-clinics must:

- 1) Ensure that a patient file is maintained and that a system for registering and recording patient visits is maintained over time;
- 2) Ensure that they follow-up on investigations they have ordered, unless other physicians involved in the patient's care have been informed and have explicitly agreed to assume this responsibility. Any documentation requirements arising from these investigations are similarly the obligations of the physician;
- 3) Ensure all patients are asked if they have a primary care physician. If so, the physician must seek the patient's permission to inform the primary care physician of the patient's visit(s) and to share copies or summaries of the patient-physician interaction at the clinic, including copies of ordered tests;

- 4) Ensure that if a patient does not have a family physician, arrangements are made for appropriate patient follow up;
- 5) Ensure that appropriate steps are taken to direct patients elsewhere for medical care at times when the clinic is closed.

## **Document History**

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