



# A Message from the Clare Health Centre Regarding Staff Abuse and Service Delivery

The Clare Health Centre (CHC) would like to remind the public that **abuse of its staff is not tolerated**. A policy reinforcing this was tabled at the regular council meeting on July 17, 2024, and will be implemented in the coming weeks. Clare Health Centre staff are there for you when you're experiencing health issues, so let's reciprocate this by providing them a respectful and healthy work environment.

Our front-line staff work very hard to serve CHC patients, receiving hundreds of visits and phone calls a day, especially between 8:00 and 9:00 a.m. when appointments with the on-call physician are being scheduled. We understand that on-call appointments fill up quickly, and while we'd love to accommodate all callers, the number of appointments available each day is limited. If on-call appointments are full for the day, our staff will refer patients to other health care options available to them.

In all situations, including in-person, on the phone, and online, we expect patients and members of the public to treat our staff with respect. **Abuse of our staff and healthcare providers will not be tolerated and may result in the loss of your healthcare provider and being dismissed from the CHC clinic.** Unfortunately, a policy to enforce respect of CHC staff must be put in place as approximately **5% - 10% of interactions** and phone calls received by our staff **are abusive**. On a busy day, this can amount to **more than a dozen abusive interactions per day**.

# Statistics on Clare Health Centre Services:

## Healthcare Provider Statistics:

The building we work in, and our healthcare team have expanded. Since the summer of 2020, we've welcomed seven new doctors to the Clare Health Centre. Our team will now include a **total of twelve physicians, a nurse practitioner, and a family practice nurse (RN)**. In addition, the Clare Health Centre is a teaching facility for physicians in training and welcomes 4-5 residents at any given time. The opening of our fully expanded health centre is scheduled for this fall, giving us space to further develop our services.



## Patient Rostering Statistics:

Since October 2023, **923 Clare patients have obtained a family physician**. There are currently 343 patients from Clare remaining on the waiting list for a family doctor.

As a reminder, if you don't have a family doctor, you should visit [needafamilypractice.nshealth.ca/](https://needafamilypractice.nshealth.ca/) or call 811 to add your name to the registry.



# Statistics on Clare Health Centre Services - Continued:

## Appointment Statistics:

On average, the CHC schedules **865 appointments per week**, which equals **approximately 45,000 appointments per year**. Since January 2023, the **total number of no-shows and last-minute appointment cancellations has amounted to 1,915**. This figure excludes appointments for the following services: diabetes clinic, wellness coordinator, cardiovascular clinic, laboratory appointments, mental health services, public health and continuing care.

We would like to stress the importance of attending scheduled appointments, and of notifying us in advance if you are unable to keep a scheduled medical appointment. With sufficient notice, the CHC will be able to reschedule cancelled appointments and therefore accommodate a greater number of patients.

## On-Call Service Statistics:

- Average number of on-call appointments per day (weekdays): **25**
- Average number of on-call appointments (Saturdays and/or holidays): **13**

These figures represent **more than 130 patients per week** who do not need to go to an emergency room for health care. Since January 2023, **102 patients have failed to attend their same-day appointment** with the on-call physician. Once again, we emphasize the importance of attending appointments.



# **Additional Information About On-Call Services:**

## **How do I access on-call services?**

**Appointments with the on-call physician are made by calling 902-645-2777.** Monday to Friday, phone lines open at 8:00 a.m. On Saturdays and statutory holidays (except Christmas, Boxing Day, New Year's Day, Easter weekend and Labour Day), phone lines open at 8:30 a.m.

Appointments are made on a first-come, first-served basis. Appointments with the on-call doctor must be made for a single reason and a single patient. If a family member accompanies a patient to an appointment, he/she will not be able to benefit from the on-call physician service without having made an appointment for him/herself.

Walk-ins are not accepted; an appointment is required to see a doctor.

## **Where to go for health care:**

Your primary care provider (family doctor or nurse practitioner) is where most of your health problems can and should be treated. However, there may be times when you can't see your primary care provider and need urgent treatment, or you may not have a primary care provider.

To find out more about where you can get health care, visit: <https://www.nshealth.ca/wheretogoforhealthcare>

The staff and primary care team at the Clare Health Centre thank you for your cooperation in this matter.

## Examples of reasons to visit the on-call doctor:

- Sprains, strains and minor injuries,
- Minor burns or cuts that may require stitches,
- Minor infections (bladder, sinus, tick or insect bite, etc.),
- Pain or discomfort in the ears or eyes,
- Moderate allergic reactions,
- Skin conditions such as poison ivy, rashes, sunburns, etc.,
- Cold and flu symptoms, sore throat and fever,
- Nausea / digestive problems,
- Renewal of prescriptions for **patients who do not have a family doctor**. If you have a family doctor, consult them for prescription refills – plan ahead and make an appointment before you run out of medication.

## Examples of reasons to seek emergency care

### (911 / emergency room):

- Chest pain or difficulty breathing,
- Serious head or eye injury,
- Serious burns,
- Serious accidents or injuries, such as car accidents or falls from heights,
- Seizures,
- Uncontrolled bleeding,
- Stroke symptoms such as sudden numbness or weakness of the face, arm or leg, particularly on one side of the body, sudden confusion, difficulty in speaking or understanding.