

# Department of Emergency Medicine

Calgary Zone

weekly email updates for ED Physicians

Natalie

**NOTE:** There is no newsletter edition scheduled for next week, Tuesday July 30, 2024. The next newsletter will be sent out **August 6, 2024**. – Thank you

## Operations

### Notes from James

#### 1) Access Orthopedics NOT Requiring Patient Email After All


We received a communication last week from a new Access Orthopedics admin assistant stating that the clinic was requiring all referrals to include the patient's email address (or a statement that the patient does not have an email address) in order to be accepted.

**It turns out that this is actually not the case for ED/UCC referrals.** If you can include a patient email in the referral, this is great, but it is NOT mandatory and your referral will NOT be declined if an email is not included. Thanks to Allison Foran for clarifying.

#### 2) Pediatric Referral Info Sheet

The Section of Community Pediatrics has recently updated their pediatric referral info "at a glance" sheet. Consequently, you may want to add the following link to your bookmarks to help you decide on your best pediatric referral options:

[Pediatric Referral Information for Emergency Inpatient and Urgent Care.pdf \(ucalgary.ca\)](#)

CALGARY ZONE PEDIATRIC REFERRAL INFORMATION FOR EMERGENCY, INPATIENT AND URGENT CARE				
Alberta Health Services	Pediatric <b>Urgent</b> Follow-Up Clinics		Community Pediatrics <b>Acute</b> Consultation Program <b>ACUTE</b>	Section of Community Pediatrics
	URGENT Appointments <b>≤ 72 hours</b> from discharge		Appointments in <b>5 – 7 days</b>	ROUTINE Appointment wait time by clinic
LOCATION	Alberta Children's Hospital (ACH)	Peter Lougheed Hospital (PLC)	Appointment with Pediatrician in Calgary	Routine Appointment with Calgary Zone Pediatrician
IMPORTANT REFERRAL INFORMATION	<ul style="list-style-type: none"> <li>Refer in Connect Care → Amb Ref to Peds → <b>COY ACH Peds URGENT FOLLOW-UP</b></li> <li><b>CALL</b> for appointment and fax instructions</li> <li>Schedule ACH Lab appointment for bloodwork <b>at least 1 hour prior</b> to the clinic appointment. Call 1-877-702-4487, ext. 7. Make sure the patient leaves with lab requisition</li> <li><b>Confirm</b> clinic appointment and ACH Lab appointment with family <b>before</b> discharge</li> </ul> <p>Phone: (403) 955-2200 (from 0800 – 1600) Phone: (403) 955-7070 (from 1600 – 0800)</p>	<ul style="list-style-type: none"> <li>Refer in Connect Care → Unit 41 → <b>COY PLC 41 PEDIATRICS</b></li> <li><b>CALL</b> for appointment and fax instructions</li> <li><b>Confirm</b> appointment with family <b>before</b> discharge</li> </ul> <p>Phone: (403) 943-5741 (24hrs/day)</p>	<ul style="list-style-type: none"> <li>Refer in Connect Care → Amb Ref to Peds → <b>COY ACH COMM PED ACUTE RFL</b></li> <li>Advise patient/family they will usually be called the next business day to schedule an appointment</li> </ul> <p>Phone: (403) 943-9137 Fax: (403) 476-8795</p>	<ul style="list-style-type: none"> <li>Referral by fax</li> <li><b>Alphabetical list</b> of Pediatrician Clinics, including <b>estimated wait times</b> for new referrals</li> <li><b>Map locations</b> of Pediatrician Clinics</li> <li><b>List by sector/location</b> for the Calgary, Zone Pediatricians</li> </ul>  <p>Paediatric Clinics in Calgary Zone</p>
APPOINTMENT INFORMATION	<ul style="list-style-type: none"> <li>Monday to Friday</li> <li>1300 – 1600 hours</li> <li>Patients seen in ACH ID CLINIC</li> </ul>	<ul style="list-style-type: none"> <li>Monday to Friday</li> <li>Two appointments: 1300 and 1340 hours</li> <li>Patients seen in PLC Unit 41</li> </ul>	<ul style="list-style-type: none"> <li>Patient appointment location may be anywhere in Calgary and is determined by appointment availability</li> </ul>	
PATIENT HANDOUTS	<ul style="list-style-type: none"> <li><a href="#">Important info for ACH appointment</a></li> <li><a href="https://cumming.ucalgary.ca/sites/default/files/teams/41/ACH%20P%20Handout.pdf">https://cumming.ucalgary.ca/sites/default/files/teams/41/ACH%20P%20Handout.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Important info for PLC appointment</a></li> <li><a href="https://cumming.ucalgary.ca/sites/default/files/teams/41/PLC%20P%20Handout.pdf">https://cumming.ucalgary.ca/sites/default/files/teams/41/PLC%20P%20Handout.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Important info for Community Appointment</a></li> <li><a href="https://cumming.ucalgary.ca/sites/default/files/teams/41/CPACP%20P%20Handout.pdf">https://cumming.ucalgary.ca/sites/default/files/teams/41/CPACP%20P%20Handout.pdf</a></li> </ul>	
INCLUSION CRITERIA	<ul style="list-style-type: none"> <li>Pediatric referrals from ED, ACH/PLC Inpatient Units, Urgent Care and ACH ID Clinic</li> <li>Any urgent medical condition requiring follow-up within 72 hours with appointment provided prior to discharge</li> </ul>	<ul style="list-style-type: none"> <li>Pediatric referrals from ED, ACH/PLC Inpatient Units, Urgent Care and ACH ID Clinic</li> <li>Any urgent medical condition requiring follow-up within 72 hours with appointment provided prior to discharge</li> </ul>	<ul style="list-style-type: none"> <li>Pediatric referrals from ED, ACH/PLC Inpatient Units, Urgent Care and ACH ID Clinic</li> <li>Acute medical concern that does not require hospitalization or urgent sub-specialty care</li> <li>Sufficiently stable to wait 5 - 7 days for an appointment</li> </ul>	<ul style="list-style-type: none"> <li>Behavioural and psychological concerns can be seen, <b>but not urgently</b></li> </ul>
EXCLUSION CRITERIA	Chronic medical, behavioural, developmental or psychiatric condition Child with existing physician who could provide follow-up within the clinic timeframe			

Pediatric Referral Information for Emergency Inpatients and Urgent Care

Information wrong? Email [Coordinator.CommunityPedsProgram@albertahealthservices.ca](mailto:Coordinator.CommunityPedsProgram@albertahealthservices.ca)

Updated: July 11, 2024

### 3) ED Dispensing of Bridging Medications

Just letting you know about an update we received last week regarding the ESCN Guidelines for dispensing bridging medications:

“The AHS [Dispensing of Medications to Patients with a Discharge Medication Order Guideline](#) has been revised effective July 18, 2024. The revision edit is specific to Section 1.2 exemption to include in circumstances where the authorized prescriber has ordered post-exposure prophylaxis (PEP) kits (e.g., HIV-PEP, STI-PEP), the healthcare professional may dispense the quantity of doses as ordered. If the patient requires a prescription for ongoing therapy to complete their treatment plan, refer to the Alberta Health Services (AHS) [Bridge Supply and Pass Medications Procedure](#).”

To summarize the current ESCN Guideline recommendations:

- A maximum of 2 doses of medication can be dispensed “if a community Pharmacist cannot be reasonably accessed by the patient before the next dose of medication is due.”

a. **Exceptions:** The health care professional may dispense the quantity of doses for the following medications as ordered by the authorized prescriber:

- partial-opioid agonist therapy medications (e.g., buprenorphine/naloxone) for the treatment of opioid use disorder until the patient can access an opioid use disorder treatment program; or
- post-exposure prophylaxis (PEP) kits (e.g., HIV-PEP, STI-PEP)

**\*Basically, try to stick to a maximum of 2-doses of bridging medications wherever possible, except for providing opiate agonist therapy or HIV/STI post-exposure prophylaxis.**

James

Grand Rounds and Journal Club

# Grand Rounds Will Resume September 2024

**Runs on Thursdays (0900—1000) (1.0 Education Credits)**

September 5th will be the first Grand Rounds for 2024-2025 academic year. Please check back for more information in the fall.

[To view archived grand rounds, please visit our website.](#)

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# Department News

## Kudos Corner Patient Commendation:

### Dr. Betzner, nurses Courtney and Kristin at FMC

I went to the Foothills Emergency Room in June, due to complications from a miscarriage. I had a lot of bleeding and was faint (uterine hemorrhage). I was kindly helped by Courtney (RN) and Kristin (RN). They were gentle and prompt in their delivery of care and made me feel comfortable during trouble. Soon after getting settled in my ER bed, Dr. Betzner introduced himself, even showing me his badge (I appreciated this as it helped me to better remember his name). From the outset, Dr. Betzner was kind, compassionate, sympathetic, patient, professional, and clinically skillful. I was impressed too with how kind and considerate he was of the nursing staff; he spoke to and of them with respect and collegiality. Dr. Betzner made me feel as if I was his only patient, though I know very well this was likely not the case. He personally checked up on me, ensured I was comfortable, encouraged me to ask questions, listened to my concerns, performed a blood pressure check, and ambulated with me. I've never had a doctor spend so much time with me! Beyond being a patient, but previously having been a registered nurse in an academic acute care setting myself, I worked with and encountered many physicians. Dr. Betzner is the best of the best! Dr. Betzner's medical practice includes but goes beyond "good bedside manner" and "clinical expertise." He is a physician with the rare combination of genuine heartfelt concern for his patients and intentional aim to deliver exceptional care – the art and science of medicine. Dr. Betzner saved my life, calmed my nerves, and encouraged my heart. I will always be grateful for him and to him. He is a model physician and human being! Thank you for this opportunity to express my gratitude.

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## Pediatric MSK Injury Physiatry Referrals

Our local physiatrists, Drs. Jacqui Stone + Jordan Raugust, at Kinesis Physical Medicine and EMG are accepting referrals for paediatric MSK injuries. They are typically able to see within 2-4 weeks but can see more urgently, as needed. They are able to help with follow up of patients with MSK injuries that are not suited for cast clinic referral and would benefit from support after an injury and guidance with rehab/physiotherapy. They are also able to see paediatric PMR concerns, such as gait disorders, back or joint pain. Routine EMG can be performed for patients with complaints of focal numbness/tingling or pain (query neuromuscular disorder, however, is best seen by Peds Neuro). There is also currently a PMR R5 that is hoping to have a more peds-centric practice and is keen for referrals for more exposure. The referral through Connect Care would be an external referral to Kinesis through the usual ambulatory PMR referral. For any specific questions or concerns related to their referrals, please contact Kinesis or Dr. Stone ([jestone@ucalgary.ca](mailto:jestone@ucalgary.ca))

Brit Sunderani

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## Job Postings

### The Calgary Department of Emergency Medicine is hiring!

If you are eligible for this year's Locum Hiring Cycle or Associate Hiring Cycle, we would love to see you apply.

Additionally, if you might know of any excellent emergency physicians who may also be interested, feel free to let them know!

We've recently updated our Job Opportunities section on the Department of EM UofC website. Stop by and take a look:

<https://cumming.ucalgary.ca/departments/emergency-medicine/job-opportunities>

Miles Hunter

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## Research

### RAFF-4 study finished enrolment

Dear colleagues

The RAFF-4 study (procainamide vs vernakalant for conversion of paroxysmal atrial fibrillation) has reached its target sample size and will stop enrolment on Friday July 26. Thanks to all who assisted in identifying and enrolling eligible patients. We look forward to sharing results with you as soon as they're available.

Andrew McRae

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## CME Learning and Conferences

### Online Micro-Aggression Training for Physicians

Created in partnership by the College of Physicians & Surgeons of Alberta, the Alberta Medical Association and Alberta Health Services.

The course is now accredited for continuing professional development credits through both national colleges and the attached backgrounder provides high-level details about the training. [Read more.](#)

Find out more and access the course at <https://cpsa.ca/about-cpsa/anti-racism-anti-discrimination/micro-aggression-training-for-physicians/>

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## Updated Newsletter Process

Submissions can be sent to: [natalie.sun@ahs.ca](mailto:natalie.sun@ahs.ca) and CC Jordan-Rose.Detillieux@ahs.ca.

- Submissions will run for a period of one week
- Body copy will be edited at the discretion of the editor to optimize communication
- The deadline is **Tuesdays at noon**

For reoccurring submissions, **there is a max three week run and this must be requested.** If you would like to re-run your submission after three weeks, please

submit with updates.