

REVISED CLINIC SERVICE AVAILABILITY

March 23, 2020

Dr. Colleagues

We issued a fax blast to your organization on March 18 2020, advising changes in service availability with reference to specific exams, clinics and open hours. This notification is our latest update and reflects decisions we have taken on service availability and capacity in the light of the ongoing pandemic and its impact on patients self-isolating and/or cancelling exams.

With immediate effect we will only be providing diagnostic imaging services at the following clinics in Calgary until further notice:

- Mayfair Place
- Mahogany
- Sunpark
- Castleridge.

In addition, we will continue to offer X-ray services at South Calgary Health Campus.

We are rebooking or cancelling patient appointments that were originally booked at our other clinics. Your patients have the option of having their appointments rebooked into one of our clinics that are still open for service if their exam is on our list of essential services. We are still able to provide most DI services at these clinics. However, there will be no evening hours or weekend clinic services at any of our clinics until further notice.

Services temporarily unavailable

We will continue to follow the guidelines established by the AHS, the Canadian Association of Radiologists and the advice of The Alberta Society of Radiologists by rebooking exams for automated breast ultrasound (ABUS), bone mineral densitometry and screening mammography exams six weeks ahead. We will not book in new patients for these exams until further notice.

We are still rebooking all pain therapy appointments up to four weeks ahead. This has been coordinated with AHS surgical closures, aimed at lower risk to vulnerable population and that we will seek to promote patient education during attempted booking (and would like their cooperation) to avoid unnecessary and inadvisable visits to AHS facilities. We are willing to accept and hold requisitions if requested for when service recommences.

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Private MRI services will continue to be available in Alberta but they will not be available on a Saturday.

If you have other specific questions about a patient referral you can do so through our dedicated appointment booking line for physicians on 403 777 1999.
Enhanced Screening Processes

The safety of your patients is very important to us, so we have increased our health and safety protocols. For that reason, we suggest that if your patient is experiencing flu-like symptoms, or are at risk of having had Novel Coronavirus exposure, or any other potential risk of exposure to COVID—19, then schedule their appointment for when they have recovered. In the interim, they should stay home, use the self –assessment tool on the AHS website, and if necessary, and call Health Link (811). Also, with immediate effect, if your patient has returned from another country, we recommend you do not refer that patient to us for 14 days, even in the absence of symptoms.

For all other patients, we have implemented a screening process at both the appointment booking stage and in the clinics, as follows:

- If your patient answers positive to having COVID-19 symptoms and to the travel/close contact questions, AND their exam is NOT on the prioritized service list, they will be rebooked.
- If your patient answers positive to having COVID-19 symptoms and answers positively to the travel/close contact questions AND their exam is ON the prioritized service list, clinic staff will take safety precautions and proceed with the exam.
- If your patient answers no to all screening questions, we proceed with their exam.
- If you refer a STAT exam, we proceed with the exam.

Please rest assured that we are doing everything we can to work closely with our health partners to provide a high quality service to patients, while ensuring we are taking all appropriate measures for their safety. The situation is subject to change given the uncertainty of the circumstances and these latest changes are a reflection of how dynamic this situation is. As things evolve we will continue to update you in a timely basis.

Sincerely

Dr. Shamir Patel
Executive Chair, Partner

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