

Date:	December 30, 2024
To:	UHNBC Staff & Physicians
From:	Dr. Khurum Saif – Department Head, Family Medicine Angela Shymanski- Administrative Coordinator, Medical Affairs
Re:	New Primary Care Inpatient Service (PCIS) – Effective Jan 1/25

On January 1, 2025, the Inpatient Doctor of the Day, and the Unassigned Network Care services at UHNBC will amalgamate to become the **Primary Care Inpatient Service (PCIS)**. The primary care providers in the PCIS will provide inpatient coverage for patients who do not require specialist care and meet the following criteria:

- Unassigned: Patients whose family doctor does not have hospital privileges.
- Unattached: Patients without a family doctor.
- Out of Town: Patients whose primary care provider is located outside the area.

Within the new service, there are 5 primary care physician lines staffed each day, with Emergency and Ward intake rotating through the lines.

Admissions Process

- Patients in the ED will be admitted to the PCIS Emerg Intake provider of the day.
- Patients admitted in other wards, and those being transferred to UHNBC via PTN, will be admitted to the PCIS Ward Intake provider of the day.

Assigned Service Lines

- Upon admission to the service, patients will be assigned to a service line within PCIS (e.g., PCIS Line 1). This will be indicated by the orders written by the doctor (e.g., “Admit to PCIS Line 1, Attending Dr. Saif”).
- The physician in that line will change on Mondays at 0700hrs, but the patient will continue to have the provider in that line as their MRP for the duration of their hospital stay, unless transferred to another service.
 - Example: Patient is admitted through the ED to PCIS Line 1 (Dr. X), and on Monday morning Dr. Y takes over Line 1, the patient’s care is transferred to Dr. Y.

PCIS Physician Identification/Contact

The call sheet has changed and will list the physicians scheduled for each PCIS line, as well as who is on Intake for both the ED and Wards.

Identifying PCIS Patients

- Look for service line designations (e.g., PCS1) in patient records (spine of chart).
- The current MRP name in the system reflects the PCIS physician assigned to that service line.

Questions, comments, concerns? Please email pcis@northernhealth.ca

Thank you for supporting the successful implementation of PCIS!

Primary Care Inpatient Service Frequently Asked Questions

Q. How do I know who to admit my patient to?

A. Based on your patient's location, check the daily Call Sheet. In the bottom of the middle column, you will see which physician is on intake for the ED and Wards/PTN.

Q. Which PCIS physician accepts transfers from PTN?

A. Ward Intake.

Q. If a patient is transferred to an inpatient ward at UHNBC via BCEHS, but goes to the ED before transfer to the ward, which PCIS physician should be contacted?

A. Ward Intake (the same as the previous IDOD process).

Q. If a patient is seen by a specialist and then requires an FP while still in the ED, which PCIS physician should be contacted?

A. Ward Intake.

Q. How are patients in this program identified by the MRP name?

A. Patients are admitted to service lines. The service line schedule determines which doctor is assigned as the MRP.

Q. How can staff differentiate between who is a patient's PCIS MRP and their community provider?

A. If a patient belongs to Dr. Saif as their community FP, this remains unchanged. If Dr. Saif is on PCIS service, patients are admitted under the service line where Dr. Saif is scheduled. If a patient is transferred off the PCIS service, and Dr. Saif remains their MRP, it indicates he has resumed responsibility as their community FP. Staff can cross-reference using the daily call sheet to confirm the physician for the service line is that the patient is attached to.

Q. How will nursing staff know when a patient has been handed over to the next PCIS physician as MRP?

A. Patients remain within the same service line for the duration of their hospital stay. The physician name attached to the service line will change on Monday mornings based on the PCIS schedule. If the service line happens to change due to redistribution of patients, this will be done through the doctor's order (e.g., Transfer to PCIS Line 3) and the info on the spine of the patient binder will be updated by the Nursing Unit Clerk.

Q. Who do I contact if I have additional questions?

A. Email the Program Coordinator at PCIS@northernhealth.ca.