



MEMO

DATE: 9/28/2021

TO: Saskatchewan Physicians

FROM: Marjorie Ingjaldson, Executive Director System Flow

RE: SFCC Implementing New Algorithm for Low Acuity Transfers

Effective immediately, the System Flow Coordination Centre (SFCC) will be implementing a new, simple algorithm to its call workflows. The goal of the new algorithm is to support an assessment in partnership with referring physicians to determine if their patients can be safely directed to a smaller, lower tier hospital. If the patient's care needs can be met at a lower tier hospital, the physician's call will be directed to the appropriate physician consultant at the lower acuity site.

This change is being implemented to accommodate the provincial increase in demand on our acute care services due to COVID-19, the significant need to level load patient demand across all of our hospitals, and to ensure that all patients receive the right level of service, in the right setting, at the right time, as close to the patient's home as possible.

As a reminder, if your patient requires an urgent specialist consult or is in need of a transfer for acute admission, please call SFCC at **1-866-766-6050** and choose one of the following prompts that best matches the needs of your patient as close to home as possible.

Prompt #1: Critical Care and Trauma – This prompt is used to access critical care, trauma and stroke specialist support, and patient transfers in all of our regional and tertiary hospitals. The nurses answering this line can access all ICU, trauma and stroke care teams and beds in all of our tertiary and regional hospitals.

Prompt #2: Regina and Saskatoon Specialist Support – This prompt is used to access specialist consult and patient admission/transfer support for patients whose care needs require the support of tertiary care provided in Regina or Saskatoon.

Prompt #3: Rural South Specialist Support and Bed Placement – This prompt is used to access urgent consult and patient admission/transfer support for all hospitals within integrated rural.

Prompt #4: North Specialist Support and Bed Placement – This prompt is used to access consult and patient transfer support for all hospitals within integrated northern.

Prompt #5: Regina Hospital Admission and Bed Placement or Utilization Coordinator – This prompt is used for Regina area physicians coordinating a direct admission bed request to the bed placement clerks.

Prompt #6: Saskatoon Hospital Admission and Bed Placement – This prompt is used for Saskatoon area physicians coordinating an admission bed request to the bed placement clerks.

Prompt #7: LINK Non-Urgent Consult Service – This prompt is used for physicians accessing non-urgent specialist consult services for the following specialties: Urology, Adult and Child Psychiatry, HIV and HCV, Nephrology, Obstetrics and Gynecology, Palliative Care, and Reproductive Endocrinology and Infertility.

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With a commitment to a philosophy of Patient and Family Centred Care

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