

 Saskatchewan Health Authority WORK STANDARD	Title: Urgent Care Center (UCC) – After Hours Consults from PH and RGH	
	Role performing Activity: FNMH – Health Educators	
	Location: All FNMH Locations	Department/Unit: FNMH
	Document Owner: FNMH Manager	Date Prepared: November 25, 2025
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Related Policies/Documentation •		

Work Standard Summary:

First Nations and Metis Health (FNMH) hours of operation are from 8:00 am to 4:30 pm, Monday to Friday at the Regina General Hospital (RGH) and Pasqua Hospital (PH). FNMH operates on a three-week rotation to cover the Urgent Care Center (UCC) with shift coverage from 1:00 p.m. to 9:30 p.m. This work standard illustrates the process to consult FNMH UCC Health Educator to support with immediate emergency services after hours (4:30 pm) at the RGH and PH.

Essential Tasks:	
1.	All consults between working hours 8:00 am to 4:30 pm Monday to Friday at the RGH and PH will be triaged and seen by Health Educators accordingly
2.	For instances that are urgent and require immediate support by Health Educator after working hours or on holidays/weekends, units will need to: - Submit consult through Sunrise Clinical Management (SCM) to facility where patient is located - Contact FNMH Health Educator at the UCC 306-570-1422 - Health Educator will travel to site and check consult for further information, and then attend to patient at bedside
3.	Criteria/Reasons for UCC Health Educator to be consulted: - End of Life Support - Support with finding next of kin for patients - Cultural support: ceremonies that need access to a healing center - Non-Insured Health Benefits - o Organizing transportation for out-of-town patients ready to be discharged - Advocacy - o E.R. - Escalated patient concerns - o Family meetings - o Child protection/Ministry of Social Services involvement