

CFPC ePanel #01, 2016

Same-Day and After-Hours Access

Thank you for agreeing to be part of the ePanel of the College of Family Physicians of Canada (CFPC). Your comments will help guide policies and decisions adopted by your college. Timely access, for the purpose of this survey, refers to same-day/advanced access scheduling. Same-Day scheduling, also known as advanced access and open access, typically requires that practices do “today’s work today” by offering the vast majority of patients the opportunity to book their appointments on the day they call regardless of the reason for the visit. We are interested in hearing more about how physicians offer timely access and your thoughts on its impact on Canada’s health care system

1. Does your practice provide same-day access ?

- Yes
- No

1a. Why doesn’t your practice provide same-day access?

- Infrastructure limitations
- Physician unavailability
- Impossible to balance scheduled caseload with same-day appointments
- Insufficient patient demand
- Other, please specify... _____

2. Does your practice provide after-hours care (e.g. evenings and weekends)?

- Yes
- No

2a. Why doesn’t your practice provide after-hours care?

- Infrastructure limitations

- Physician unavailability
- Impossible to balance scheduled caseload with same-day appointments
- Insufficient patient demand
- Other, please specify... _____

3. In your opinion what is the role of after-hour access to primary care in Canada's health care system?

- A core feature that should be available to all patients
- An optional feature that should be available to some patients
- A rare feature that should only be available in select cases
- Should not be a feature of family practices

4. Do you regard family medicine as a public service?

- Yes
- No

5. As a family physician are you willing to provide the services needed to ensure after-hours and same-day access to your family practice?

- Yes, these are a core part of my professional responsibilities
- Somewhat, if it can be done while maintaining reasonable work hours for individual physicians
- Possibly, if appropriate monetary incentives are available
- Unlikely, only if it is mandated by a regulatory authority or by legislation
- No, I cannot be forced to work at times that are inconvenient for me

6. What, in your opinion, will be the consequences of family physicians not providing after-hours and same-day access?

- No consequences
- Governments will demand family practices abide by stricter regulatory requirements
- Patients will see other health care providers
- Other, please specify... _____

7. Is there anything else you would like to share with us with respect to this issue?