January XX, 2020

Dear XXXXXXX,

Effective October 20th, the College of Physicians and Surgeons of Ontario (CPSO) released its approved *Continuity of Care* policies. The policies can be found on the CPSO’s website here: https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Continuity

Under the *Transitions in Care* policy, it clearly states that that “Consultant physicians **must** communicate the appointment date and time to the patient.” Consultant physicians have the option of first communicating the anticipated wait time, but later “**must** follow up once an appointment has been set.”

Furthermore, the policy states that Consultant physicians “**must** acknowledge referrals no later than 14 days from the date of receipt” and that when doing so, Consultant physicians also “**must** provide an appointment date to the referring health-care provider.” Again, the Consultant physician has the option of instead providing the anticipated wait time, but later “**must** follow-up once an appointment has been set”.

This welcomed policy is long overdue and will serve to improve communication loops and patient safety. It also relieves family physicians of the needless intermediary administrative burden of scheduling appointments on others’ behalves. In return, family physicians will fulfill their obligations within the same policy by sending referrals that are clear, complete, and accurate.

As of October 20, 2019, it is our expectation your office will be communicating appointment dates and times directly to both patients and Referring physicians.

Thank you very kindly for your help and understanding as we all continue to provide and improve quality care for our mutual patients.

Sincerely,

**Dr. XXXXX, Lead Physician**

**XXXXXXXXX Family Health Organization**