



## **Re: Turnaround time for administrative tasks in family medicine**

You are receiving this notice in response to a request made to have a family physician prepare a report or certificate in a timeframe which is not in keeping with current regulations.

To maximize ability to provide medical care to the people of Newfoundland Labrador, the family physician will need up to 90 days to complete your request.

Family physicians in Newfoundland and Labrador are regulated by the College of Physicians and Surgeons of Newfoundland and Labrador (CPSNL). According to CPSNL By-Law 5: Code of Ethics, physicians are required to complete these requests within 90 days after the patient or their authorized representative has made the request.

Family doctors in NL are working under extreme pressure. With 1 in 3 residents without access to a family doctor and many patients waiting weeks for appointments, family physicians are operating far beyond their capacity. This is more than just a challenge—it is a healthcare crisis.

While timely access to medical documentation is important, it's crucial to recognize that family physicians often require the full 90 days to ensure they can continue providing quality care to their patients. Each minute spent on administrative tasks diverts valuable time and resources away from direct patient care, delaying necessary treatment for patients who are waiting for appointments, procedures, treatments or other essential services.

We appreciate your understanding and cooperation in this matter. By working together to use healthcare resources responsibly, we ensure that patients who genuinely need medical attention can access it in a timely manner. Your support helps protect the sustainability of our healthcare system.