

MEMORANDUM

TO: All PEI Physicians and Nurse Practitioners
FROM: Jamie MacDonald, Chair, Services Reinstatement Team
DATE: June 30, 2020
SUBJECT: Services currently available across Health PEI

Dear Primary Care Physicians and Nurse Practitioners,

Since mid-May, Health PEI has been gradually reinstating services that were temporarily reduced or closed to allow us to respond to the first cases of COVID-19 in this province. As primary care providers, many of you had seen a reduction in service as patients were less willing to go to appointments or walk-ins, and as the services you normally refer to have been less available.

With the reopening of many services, your ability to perform your “new normal” work has increased. For example, services such as Diagnostic Imaging are back to near 100 per cent, and laboratory services are open with scheduled rather than walk-in specimen collection.

To help you determine what services are available, as well as the wait times for appointments and the level of service being offered, please review the attached guide. Updates to this document will be provided regularly as the Services Reinstatement Team approves adjustments to reinstatement plans. Any questions may be forwarded to medical affairs, who will ensure you receive the answers required. Please contact Dr. André Celliers, Executive Director Medical Affairs, at acelliers@ihis.ca or call [902-368-6261](tel:902-368-6261).

With the significant reopening of health care services, physician and nurse practitioner offices can now do most of the work that will constitute the new normal for the foreseeable future. We recognize that this will still mean an adjustment to your services, and that the way your offices work has changed. For infection control and best practices for reopening your offices to more patients, please refer to the [CPHO Physician and Outpatients Guidance document](#).

Thank you for the important work you have done and will continue to do to provide quality health care to Islanders, during the COVID-19 pandemic and beyond. Primary care offices are invaluable in helping patients stay well, and receive care in the right place at the right time, particularly during this time of health system strain. Know that your work is highly valued by Health PEI.

Sincerely,

Jamie MacDonald, Services Reinstatement Team Chair