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## News Release

February 13, 2012

For immediate release

### **Tisdale Medical Clinic making improvements**

Physicians and staff at the Tisdale Medical Clinic are asking for patience as they work through changes designed to improve the operation of the clinic.

Tisdale Medical Clinic is currently involved in Clinical Practice Redesign™. The initiative is being led by Saskatchewan Health Quality Council and was designed in partnership with the Ministry of Health, Saskatchewan Medical Association, regional health authorities, physicians (both family physicians and specialists), office managers and staff, and patients. It focuses on improving patient experiences and health outcomes.

Tisdale Medical Clinic physicians and staff decide what improvements they would like to make in their practice and the entire team is involved in leading the improvement process. Improving the patient experience is at the core of all Clinical Practice Redesign™ work.

As part of this initiative, Tisdale Medical Clinic is now working toward improving access for patients at the clinic. Clients are being encouraged to call the clinic to determine if there is an appointment available before making a visit to the ER for a non-urgent visit.

Clients are also being asked to take a proactive approach to managing their own health care by planning ahead, particularly when dealing with medications. Appointments for prescription refills should and can be made in advance of a prescription running out. Similarly, whenever possible appointments for routine medical care should be made in advance to avoid the frustration associated with waits and an unnecessary visit to the ER.

If you are uncertain whether or not your medical condition requires a visit to your family physician or the ER, call Healthline Online at 1-877-800-0002 or on the internet at [www.healthlineonline.ca](http://www.healthlineonline.ca) for professional advice 24/7.

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