

**Date:** March 31, 2020  
**To:** Primary Care Physicians  
**From:** Emergency Coordination Centre  
**RE:** Changes to Ambulatory Clinics in response to COVID-19

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As the COVID-19 situation continues to evolve in Alberta, so too does AHS' response measures and supports throughout the system.

We must ensure we have the capacity to handle the anticipated surge in patients with COVID-19, and to do that, it means we will have to change the way we do some things, including the way we are currently providing AHS Ambulatory Care/Outpatient services.

Due to the evolving COVID-19 situation we need to inform you that all non-urgent AHS ambulatory/outpatient clinic visits will be postponed as of April 1, until April 30, 2020.

AHS will re-evaluate the status of the Pandemic in mid-April to determine if extension of this timeline is required.

Essential services or urgent patient visits will continue to be accommodated.

Patients will be contacted directly by AHS if their visits are being postponed.

Referring providers will be contacted directly by AHS if their patient's appointment has been postponed.

All postponed visits will be rescheduled once COVID-19 activity begins to decline.

All new Ambulatory Services referrals will be reviewed to determine urgency. Urgent referrals will continue to be accommodated (urgent to be defined by the clinical experts in the service area as relevant to their patient population), while non-urgent referrals will be deferred.

If an existing referred patient's condition changes, please re-submit the referral request with updated information. Physicians also have the options of calling RAAPID for urgent advice, and contacting Specialist Link, Netcare eReferral, or Connect MD for non-urgent advice.

If primary care physicians have any questions or concerns about these changes, please direct them to [phc@ahs.ca](mailto:phc@ahs.ca).

Thank you for your cooperation.