

COR-2022-175913

May 3, 2022

Mr. Robert Thompson
Executive Director
Newfoundland and Labrador
Medical Association
164 Newfoundland Drive
A1A 4B3

Dear Mr. Thompson:

Re: On Call Ratios

Not subject to Interest Arbitration

The parties recognize that physician work/life balance and equitable work distribution are important to the provision of high quality health care in Newfoundland and Labrador.

The Department of Health and Community Services and each of the Regional Health Authorities commit to managing on call rotations to the best of their ability in a way that maximizes work/life quality, and distributes work equitably while maintaining high quality health care.

To accomplish the above, every reasonable effort will be made to maintain the maximum burden of call at 1:3 for specialists and 1:4 for family physicians. These efforts will include the active recruitment of locums that will be assisted through the establishment of a coordinated provincial recruitment program in the Department of Health and Community Services.

There may be occasions, given the present level of physician vacancies, when a Regional Health Authority may request physicians to consider providing additional call. We understand that physicians may decline such requests if they are at risk of suffering undue stress or burnout, or if they believe patient safety may be at risk. We will not ask physicians to participate in call

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above the maximums identified above for extended periods. To avoid such situations, we will consider and deploy, where possible, virtual care, temporary diversion of services, or other such contingency plans.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Haggie", with a stylized flourish at the end.

JOHN HAGGIE, MD, FRCS
MHA – Gander
Minister

cc: David Diamond, CEO, Eastern Regional Health Authority
Andree Robichaud, CEO, Central Regional Health Authority
Michelle House, CEO, Western Regional Health Authority
Heather Brown, CEO, Labrador-Grenfell Regional Health Authority