

## **Template letter**

***[RECIPIENT]***

**[DATE]**

### **Subject: Turnaround time for administrative Medical Requests**

You are receiving this notice in response to a request for a physician to prepare a medical document in a timeframe that does not align with current professional requirements.

To support physicians in providing safe and timely medical care to patients across Newfoundland and Labrador, they may require up to 90 days to complete administrative medical requests.

Physicians in Newfoundland and Labrador are regulated by the College of Physicians and Surgeons of Newfoundland and Labrador (CPSNL). Under CPSNL [\*By-Law 5\*](#), physicians are expected to complete requests for a report or certificate relating to an examination or treatment within 90 days of receiving the request from a patient or their authorized representative.

Physicians are managing exceptionally high clinical demands. With many residents lacking regular access to care and appointment wait times increasing, physicians must carefully balance clinical responsibilities with administrative obligations. Time spent on non-clinical tasks reduces availability for direct patient services, including assessments, treatments, and follow-up care.

While timely access to medical documentation is important, allowing the full 90-day timeframe helps ensure administrative work can be completed appropriately without compromising patient care.

We appreciate your understanding and cooperation in this matter. By working together to use health care resources responsibly, we can help to ensure that patients who genuinely need medical attention can access it in a timely manner.

Sincerely,

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*This letter is endorsed by the Newfoundland and Labrador Medical Association (NLMA).*