

# Statement of Expectations between Rapid Access to Consultative Expertise Service (RACE Service) and Physicians

To provide the best service possible, there is an expectation that all clinicians and administrators who access the south island RACE service be aware and understand the following:

**Purpose:** The goal of the RACE Service is to provide a mechanism for physicians to connect with each other for quick advice on clinical matters.

**Goal:** To provide a reliable, free, 'easy-to-use' service that supports timely access to expert advice that can result in better collegial interaction and relationships between physicians and increase opportunities for learning.

In order to reach our goal, we are committed to working partnership with physicians with an eye for continuous improvement.

	<b>RACE Service Management Responsibilities</b>	<b>Physician and Nurse Practitioner Responsibilities</b>
<b>Timely Access</b>	Ensure system supports connecting physicians within two hours	Respond to requests or exercise patience in expectation of response to within two hours of initial contact with service
<b>Relationships</b>	Support strengthening and creating mutually beneficial relationships between physicians and/or Nurse Practitioners.	Respectful and collegial interaction
<b>Privacy</b>	Make sure technical tools adhere to Provincial and Federal privacy legislation	Demonstrate high levels of ethical and professional conduct
<b>Simplicity</b>	Design and maintain a service that is simple to use while still being effective	Provide feedback on any challenges with using the service
<b>Learning</b>	Support exchange of information, through the service, that fosters increased knowledge and learning for all users.	Use the service as a way to exchange information that can result in learning for colleagues
<b>Patients</b>	Support conversations between health care providers that will result in better care	Use the RACE service only to support evidence-based, high quality medicine
<b>Reliability &amp; Affordability</b>	Provide a reliable infrastructure to support all of the above. Services will be provided free-of-charge to all physicians and Nurse Practitioners registered in BC	Provide feedback on any challenges with using the service

