

**TOPIC: Regina Urgent Care Centre October 2025 Schedule**

**SUBMITTED TO:** Sheila Anderson, Vice President Integrated Regina Health & Dr. Alan Beggs, Deputy Chief Medical Officer - Operations, Regina

**DATE:** September 18, 2025

**SUBMITTED BY:** Tom Stewart, Executive Director Acute Care Regina & UCC Physician Leads

**PURPOSE OF SUBMISSION:**  Information  Decision/Approval

**Situation:**

The Regina Urgent Care Centre (UCC) has the potential for reduced hours starting in the month of October 2025 due to insufficient physician resources to meet demand. A contingency plan is in place to operationally maximize UCC hours as able to limit service disruption. Six dates in the month of October need to reduce hours unless additional physicians can be scheduled.

**Background:**

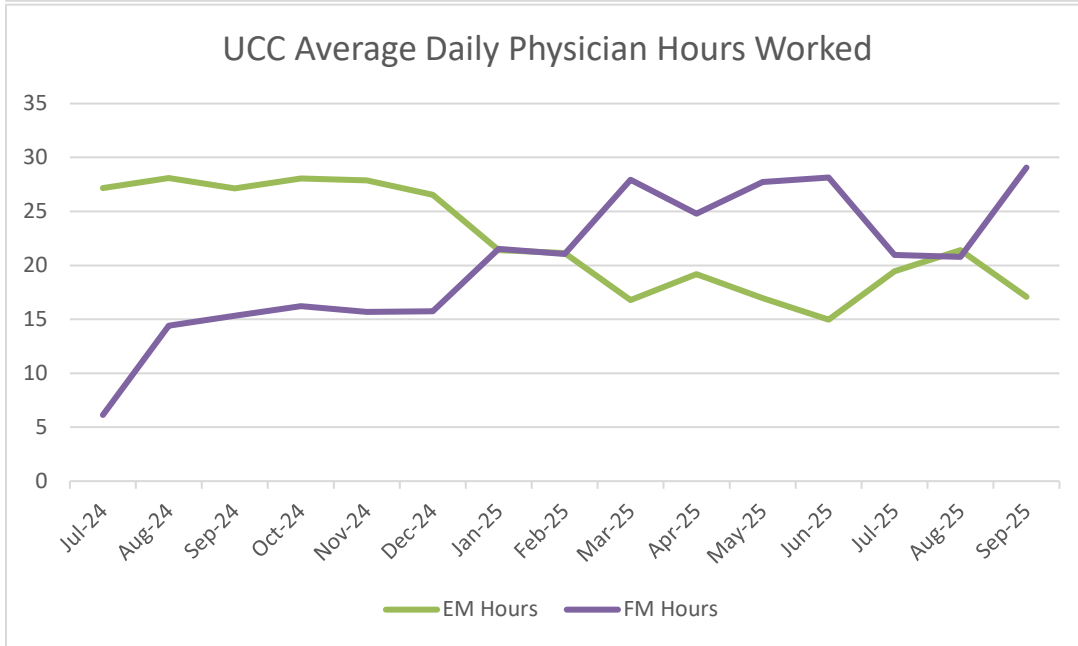
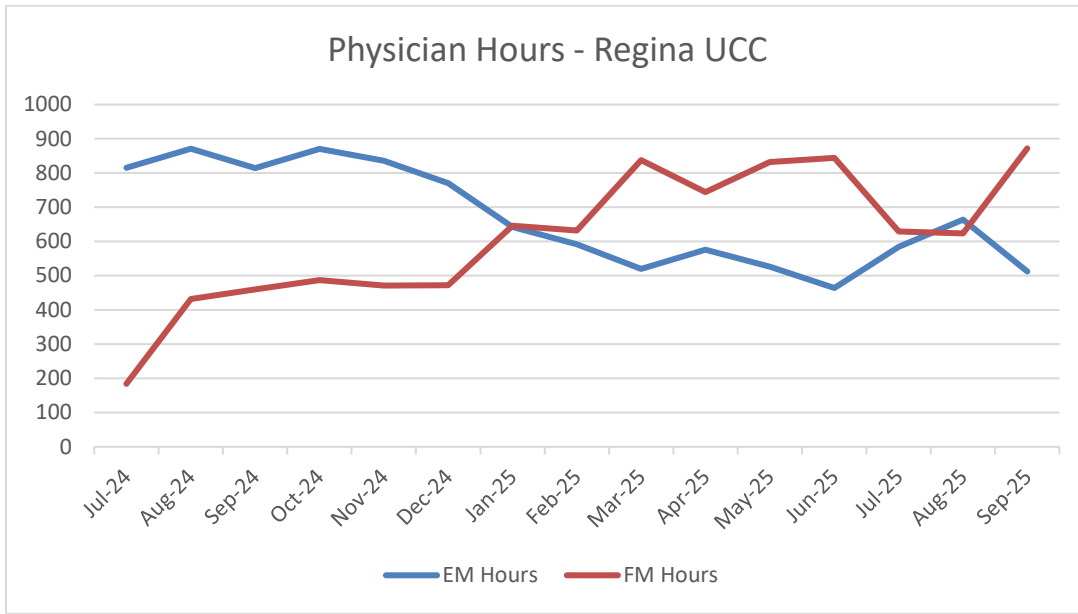
The Regina UCC has been operating since opening July 2, 2024 with the provincial Emergency Medicine High-Level Overtime (HLOT) clause applied to all Emergency Medicine (EM) shifts worked at the UCC. The Ministry recently confirmed that HLOT for UCC shifts ends on September 30, 2025 and new contract addendums for the EM physicians have been completed by the SHA to prepare for this transition.

26 EM physicians have signed on to continue working at the UCC (down from 28), all on a casual basis with UCC shifts being in addition to their Regina EM FTE commitment.

Since opening the UCC has been challenged to fill all shifts, particularly on weekends and statutory holidays. Since opening this has required a reduction in hours or full closure on 9 separate occasions listed below.

Date	UCC Impact	Day of week / statutory holiday
December 24, 2024	Reduced hours	Christmas Eve
December 25, 2024	Full closure	Christmas Day
December 26, 2024	Full closure	Boxing Day
January 1, 2025	Full closure	New Year's Day
June 14, 2025	Reduced hours	Saturday
July 6, 2025	Reduced hours	Sunday
July 11, 2025	Reduced hours	Friday
July 12, 2025	Reduced hours	Saturday
July 13, 2025	Full closure	Sunday

The SHA has been successful in hiring several Family Medicine (FM) physicians to the UCC. This group has been increasing the number of UCC hours worked significantly since opening monthly, however a high number of EM hours have been required to sustain UCC hours and patient volumes. This was particularly evident over July & August 2025 where FM hours were significantly reduced. The following tables illustrate the total and average daily hours worked by each physician group to date:



**Assessment:**

The SHA has offered out shifts for the month of October to both FM and EM physicians, with a target of 48 hours of daily physician coverage (32 hours FM and 16 hours EM). FM shifts cover all UCC hours, with EM shifts targeting peak volume and census periods to optimize flow and stagger start and end times. Predicting there may be less ability to fill EM shifts, the SHA has adjusted EM hours to provide greater overlap with both FM shifts for maximal support if only one shift is filled per day.

October 2025 UCC Physician Schedule																		
	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00		
FM 1	█																	
FM 2	█																	
EM 1		█																
FM 3									█									
FM 4									█									
EM 2						█			█									
		2	2	3	3	3	3	3	3	4	4	3	3	3	2	2	2	

Date Discussed:

Approved:  Yes  No

Feedback/Actions from ELT:

If there are no EM physicians working, the SHA has developed an UCC exclusion criteria which will redirect more acute and complex patients to the ED so the UCC can continue to focus on maximizing volume and patient flow. This has been in use as required over the last four months.

October schedule – September 18, 2025

For the month of October 72.5% of required shifts have been filled (135/186). FM has filled 90% of their shifts (113/126) however EM has only been able to cover 37% (22/60). This is a sharp decline from the previous 3 months where they covered 73, 83 and 64 shifts respectively. It is anticipated very few if any additional EM shifts will be picked up. There is currently potential for reduced hours at the UCC on the following dates:

- Friday, October 10<sup>th</sup>
- Sunday, October 12<sup>th</sup>
- Sunday, October 19<sup>th</sup>
- Friday, October 24<sup>th</sup>
- Saturday, October 25<sup>th</sup>
- Friday, October 31<sup>st</sup>

Based on the number of physicians the UCC can schedule daily, protocols are in place to support UCC flow and recommendations on public hours, summarized below:

UCC Physician Staffing Scenarios	
2 FM Physicians 1600 – 0000 & EM coverage until 1800, 2100 or both	Regular UCC Hours
2 FM Physicians 1600 – 0000	Regular UCC Hours
1 FM Physician 1600 – 0000 & 1 EM physician until 2100	Regular UCC Hours & redirect earlier as needed
1 FM Physician 1600 – 0000 & 1 EM physician until 1800	Reduced Public Hours (0800 – 1600) – redirect earlier to manage volumes for 1 physician alone by 1800
1 FM Physician 1600 – 0000 only	Reduced Public Hours (0800 – 1600) – redirect earlier to manage volumes for 1 physician alone by 1600

It is anticipated the UCC will see an overall reduction in volumes of patients able to be seen each day resulting in more patients redirected or transferred to the Emergency Departments. Efforts continue to adjust UCC physician schedules as able to optimize operational hours and limit potential disruptions.

**Recommendation:**

For information only.

Date Discussed:

Approved: Yes No

Feedback/Actions from ELT: