



Central Hastings

Family Health Team

**September
2010**

Welcome to our first monthly bulletin. We want to keep you informed about our clinic.

Appointment Booking Policies

There are two booking methods - Same Day & Traditional

Same Day Booking Method - Dr. Stewart and Susan Blakely
Appointments are booked on the day you wish to be seen. With the exception of annual health exams and a few other special cases, you cannot book in advance of the day you want to be seen. It is advisable to call early on the day you wish to come in as the day does fill up quickly.

Traditional Booking - Dr Webb and Dr Yorston

You will be offered the next available appointment with your family physician (which often can be 2 or 3 weeks in advance). We try to reserve a few spaces every day for people with immediate needs but they do fill up quickly.

When we can't accommodate patients with Drs. Yorston or Webb we take advantage of our "Team".

- We have two Nurse Practitioners at the Marmora Clinic who can see patients if their needs are urgent.
- After 10:00 a.m. we are able to book other patients with Dr. Stewart and Susan Blakely and on Tuesday afternoons Susan, has a walk-in clinic at our Gilmour office.

Telephone Calls

- Our telephone lines are busy but you will get through.
- We have several lines and we answer them as quickly as possible.
- Please be persistent in calling and patient when holding.
- In order to keep the phone lines open for booking we ask that between 8 a.m. and 10 a.m. only patients requesting appointments for that day call. All other calls will be dealt with after 10 a.m.

Please be aware that no show fees may be applied to missed appointments. You must notify us in good time if you are unable to attend your appointment.

Lab Services

We are fortunate to have this service in our clinic. Otherwise, all of our patients would have to travel to Belleville and wait for first come, first serve at another Lab.

- Only fasting bloodwork will be booked prior to 10 a.m.
- Other bloodwork and lab services will be booked between 10 a.m. and 3 p.m.
- We can give you a requisition to take to another lab in if that is more convenient.

Telephone Health Advisory Service (THAS): 1 866 553 7205

- This service is available to our rostered patients when our clinic is not open.
- You will be connected to a nurse who will ask a series of questions to assess your health concerns and be provided with health care advice so that you can manage your care at home or be advised to see your doctor or nurse practitioner within a few days.
- In some cases, the nurse will contact an on-call Family Health Team doctor to discuss your symptoms and determine the most appropriate course of action, or the nurse may advise you to go to the nearest emergency department.
- With your consent, the nurse will send information to your health care provider about your call to the T.H.A.S.

Prescription Renewals

- Plan ahead. Call for an appointment for a prescription renewal at least two weeks before you need them. Never run out of medicine.
- Should we be unable to book an appointment for you before your prescription runs out we will have your physician write a short term prescription and book you an appointment for your next renewal. It will take 48 hours for the prescription to be available for pick-up.

Community Advisory Committee

We are in need of representatives for our Community Advisory Committee who are patients and residents of Madoc Township or Centre Hastings. If you are interested please contact Mary Stuart 613 473 4134 ext. 216

Centre Hastings Medical Board

Donations are still being accepted to help pay for the TriArea Medical Centre. For more information contact:

Tom Simpson 613-473-1275 or John Wooley 613-474-2357

Patient Services Not Covered by O.H.I.P.

Did you know that OHIP does not pay for all services provided by your practitioner? Please be aware you may be billed for some services. See the notice in the office regarding these services.