

## **Getting an Appointment So many options available!!!**

**At Central Hastings Family Health Team (Madoc site) all of our practitioners offer open access booking.**

An Open Access model is about doing today's work today!

- That means addressing your concerns as they arise and preventing long wait times to see your provider.
- There are some pre-booked appointment slots available – some of these may include after hours appointments.
- We have 5 after-hours walk-in clinics a week available to rostered patients of the Family Health Team.

**After Hours Clinics do not follow a set schedule with regards to which clinic and what physician is covering it. You may find out when and where the clinics are each week by checking the schedule posted monthly on the front doors of the clinic or when you call our clinic select option 2.**

With the exception of 3 same-day booked appointments, after hours clinics are walk-in as this method allows a maximum number of patients to be seen in a given amount of time.

### **Appointment Types**

#### **Same-Day (Open Access)**

**You can book the day you need an appointment.**

Call the morning you would like an appointment. Phones are answered starting at 8 a.m. on weekdays. It is advisable to call early as the day will book up.

#### **Pre-Book**

**You can pre-book an appointment.**

A percentage of each practitioner's day is pre-booked. Many of these slots are used for preventative and chronic care visits but are also available to patients who wish to pre-book. These spaces are limited and may need to be booked weeks in advance.

#### **Walk-In/After-Hours**

**You can walk-in and be seen.**

You can come to our office during an after hours clinic and be seen by any one of our physicians. Our team offers 5 after hours clinics a week between the two main sites (Marmora and Madoc). Only a certain number of people can be seen each night on a "first come first serve" basis. Please use these clinics for urgent care needs. It is best to leave ongoing issues and chronic concerns for when your own practitioner is available.

#### **Stand-by**

**We can put your name on a stand-by list.**

Each day we create a list of patients who have been unsuccessful making a same-day appointment. If at 10 a.m. we have appointment slots that have not been filled we attempt to contact patients on this list and offer them appointments with the available practitioner. We also will go to this list if there are cancellations throughout the day. This list is not carried over to the next day.

**We continue to monitor our access and measure our success to provide quality healthcare in a timely fashion. Old booking models have proven unsuccessful, and most clinics in Ontario now use Open Access to serve their patients!**

## **Welcome to Central Hastings Family Health Team - Madoc Site!**

We have created this package to help you become familiar with our clinic, all that is available to you and how to access it! We have a wonderful facility with many services available to you!

This package includes our office hours, your practitioner's hours, a guide on types of appointments available and how to book an appointment with your practitioner. There is a recent copy of our bulletin which is created about every 4 months or so.

You will see listed on the Office Hours and Practitioner's Schedule sheet, the hours of our Allied Health Professionals. The services of our Allied Health Professionals are available to you by referral from your practitioner.

We constantly strive to improve our service to our patients. We have patient surveys available for you to fill out. This information is compiled and helps us determine if we are reaching both our goals and your expectations. We have a suggestion box in the waiting room and we welcome your input. We address the comments at our bimonthly staff meetings and post responses on the bulletin board above the suggestion box.

Please feel free to ask questions to any staff member here at CHFHT – if they don't have an answer, they will try to find someone who does!

We hope this package will be of assistance to you!

### **Phone Numbers and Extensions**

#### **CHFHT Phone 613 473 4134**

**Ext 1** To leave a message for prescription renewal – wait for the beep then leave your name, your phone number, the name of the prescription you need (spell it if necessary) and the pharmacy you would like it faxed to. Remember it may take up to two business days to get a prescription renewed – this is the case whether the prescription is left on the message service or if you speak to us directly. Please plan ahead with your medication renewals.

**Ext 2** For office hours, including after-hours clinic schedule and address

**Ext 0** Front Reception

**Ext 4** Allied Health Reception – to book, confirm or cancel an appointment with our lifestyle coach, registered dietician, footcare nurse, or group visits

#### **Telephone Health Advisory Service – 1 866 553 7205**

**After-hours Help – Our enrolled patients can speak to a nurse anytime after hours.**

#### **CHFHT Fax 613 473 4740**

