

## *Team B Clinic Hours*

A doctor or nurse from Team B will be available Monday to Friday from 9 AM to 5 PM for appointments.

All the doctors on Team B will be offering evening appointments as well.

*Dear patients,*

*We appreciate your patience in this time of transition!*

*The entire Team B Staff*



**Questions or concerns?**

**Please ask us!**



## Team B *Open Access Appointment Booking System*

*Effective April 14, 2009*

**PLEASE CALL**

**905 575 7757**

**Between 8:30 AM and 10:30 AM**  
if you need an appointment at the clinic that day

**After 10:30 AM**  
for any other concerns

**Any Time**  
For **URGENT** medical issues!



## Team B *Open Access*



On April 14, 2009, we are introducing a new way of making your appointments at the clinic.

*“Open Access”*

We are confident that it will be more convenient for you and your family.

**905 575 7757**

# Team B - Notes about Open Access



## WHAT IS OPEN ACCESS ANYWAY?

When you call the office:

- We will be doing our best to give you an appointment to see a doctor or nurse from your doctor's team within 24 hours of your call. Most of the time this will mean an appointment on the SAME DAY you call, or early on the following working day!

When you are finished with your appointment:

- you will be given a note to take home that will remind you when to call back for a same-day appointment, who to book the appointment with, and how long the appointment should be.
- We will continue to be available for telephone advice for issues that do not require a face-to-face appointment.

- We understand that this system may not work for everyone all of the time. There will still be an opportunity to pre-book an appointment if necessary.
- If you feel that your next appointment MUST be pre-booked, please discuss your reason for this with a member of the Team.
- Examples of this may include: pre-natal appointments (close to the baby's due date), DARTS clients, need of interpreter ...
- This new system will not affect booking appointments with other members of your health care team, such as the dietitian or social worker.



## Doing Today's Work Today.

*Wouldn't it be great to see your doctor or nurse when you really need to?*



### Team B Doctors:

Dr. Ellen Clarke  
Dr. Christina Fugere  
Dr. Kati Ivanyi  
Dr. Sarah Kinzie  
Dr. Heather Waters

- Our after-hours emergency coverage and weekend or holiday clinic will remain the same.
- *Please remember that we are NOT a walk-in clinic! You will still need to book an appointment in order to be seen at the clinic.*



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