



Stonechurch Family Health Centre

549 Stone Church Road East, Hamilton, Ontario L8W 3L2
Team A: Tel. (905) 575-1300, Fax (905) 575-1539
Team B: Tel. (905) 575-7757, Fax (905) 575-1539
Team C: Tel. (905) 574-1444, Fax (905) 575-9892
Internet <http://www.stonechurchclinic.ca>

Your Primary Health Care Team



Our goal is to provide complete medical care to you and your family every day, around the clock. There are many different people who work together as a team to provide your care.

July 2005

Welcome to Stonechurch!

As a new patient of this clinic, we hope that this document will give you a better understanding of the people and services that are available to you and your family. We have also provided a bookmark which will give you up-to-date information on your team. Please feel free to speak with us in person if you have any questions or concerns.

Administrative Staff

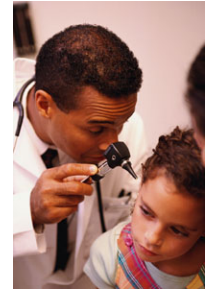
People who work behind the scenes to keep business flowing smoothly, pay the bills, and support the staff.

Clinic Aides

People who find you in the waiting area and take you to the right place for your appointment. They may also take your blood pressure, weight, help with specimens, and assist you as needed.

Family Doctors

Experienced family physicians with extra university training to care for patients and families. Our family doctors provide your medical care and also teach family medicine residents, medical and nursing students.



Family Medicine Residents

Graduate doctors who are doing two years of extra study to become family doctors. Family medicine residents work under the supervision of your family doctor.

Lactation Consultant

A health professional who has extra training to guide patients on how to prepare for breastfeeding, how to keep breastfeeding, and how to manage if problems occur.

Medical Students

Undergraduate students who will become medical doctors when they graduate. All of these students are directly supervised by Family Doctors when they provide patient care.

Nurse Practitioners (NP)

Registered Nurses with extra university training to care for patients and families. Our nurses teach patients/families how to promote health, prevent disease, and manage chronic illnesses. Some provide counseling to quit

smoking. Our Nurse Practitioners also teach family medicine residents and other students.

Patient Advisory Group

Patients who volunteer to work with the clinic staff to suggest changes that could improve primary health care services in the future. New volunteers are always welcome! Please speak with your receptionist.

Psychiatrist

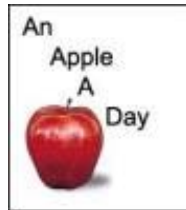
An experienced medical doctor with specialist training in Mental Health. The psychiatrist guides complex mental health care and teaches family medicine residents.

Receptionists or Business Clerks

They are the first people you usually see when you visit and they answer the phone when you call. They book all your appointments, forward your calls, find your chart, connect you with the right caregiver, and answer many questions.

Registered Practical Nurses (RPN)

Nursing assistants who provide some direct patient care, give injections, draw blood, re-order medications, and manage any telephone messages.



Social Workers

University graduates with special skills to provide counseling or psychotherapy to patients/families in time of emotional need. Our social workers also teach family medicine residents, medical and social work students.

Unit Director

A family physician who provides leadership for the clinic services, the teaching program, and the research activities that are provided within the clinic.

General Information about Stonechurch Family Health Centre

Complaints and Compliments

We want to hear your concerns so we can deal with them as soon as possible. Please talk to your doctor, nurse, or other caregiver. Give written

complaints and compliments to the receptionist or mail them to a specific person. We also have a suggestion box in the waiting area.

Diagnostic Tests

If you need to have a booked diagnostic test, our receptionist will make the appointment and let you know where and when to go. We will forward any needed information in advance of your test. If you cannot go at the appointed day or time, you must call to change your appointment. It may take 2-3 weeks after the test for us to get your results. We will call you if we need to follow up your tests with information or an office visit.

Please do not miss test appointments as they often take weeks or months to schedule.

Electronic Charts

The transition from paper-based health records to computer-based health records has enabled our care providers to access your health information around-the-clock, facilitate preventive care, increase accuracy and effectiveness in prescribing tests and medication, and assist our physician's professional development by providing access to online resources.



The use of Information Technology to create, store, and transmit electronic patient records has enormous potential for increasing the quality of health care provided to our patients. Electronic records are password-protected and meet all requirements of Bill 31 (the Privacy Legislation).

Handicapped Services

Many of our patients need extra help. We have handicapped parking close to the door, automatic door openers, and one exam table that can be lowered for easy access. Please notify our receptionist when booking your appointment if you require the easy access exam bed.

Health Cards

Always bring your health card and give it to the receptionist when you arrive. Check the expiry date on your card, and arrange for a new one before it expires.

Home Visits

All our teams arrange home visits when patients are housebound or need palliative care.

Hospital Visits

All our teams arrange hospital visits when needed but not everyone who goes into the hospital needs to have their family doctor visit. Your doctor will not visit you if you go into a hospital away from this area.

Laboratory Services

For your convenience, a laboratory technician from Canadian Medical Laboratories (CML) is available at the Stonechurch office every day to collect blood and other specimens, do ECGs, etc. To get this service, go to the main waiting room for Teams A and B and look for the lab services sign. Take a number and sit down; the technician will call your number. The waiting time is usually short but be patient because there are a few busy times. Note that the technician is not available during the lunch hour 12:30-1:30pm. Lab hours are posted in the waiting area.



Medication Refills

An office visit is needed for all medication renewals and changes. Teams A and B do not renew medications over the phone. Please bring your medication bottles with you for review during your office visits. We try to give you enough medication until your next visit.

It is a good idea for you to call for an appointment at least four weeks before you run out of medications. When you pick up the last refill of your prescription at the drug store, call us for an appointment to review your medications.

Obstetrical Care

All of our family doctors provide prenatal care but not all deliver babies. Your team will help you to find the care that is right for you.

Paying for Services

The government pays for almost all your services when you register as a patient and you agree not to use a walk-in clinic or another family doctor for your health care. You do have to pay for services such as filling out forms and insurance papers or doing physicals for jobs or licenses. Our receptionists have a list of the “uninsured” services fees and you will be told about any charges in advance.

Specialist Appointments

If one of our doctors refers you to a medical specialist, our receptionist will make your appointment and let you know where and when to go. We will

send any needed information ahead for you. If you cannot go at the appointed time, you can call the specialist’s office and change your appointment. It usually takes 2-3 weeks after the appointment for us to get your results. We will call you if we need to follow up your appointment with information or an office visit.

Please do not miss specialist’s appointments as they often take weeks or months to schedule.

About our Three Teams

There are three teams of family doctors, nurses, and support staff located at Stonechurch Family Health Centre. They are known as Teams A, B, and C.

Weekend On-Call Clinic

We are available to you 24 hours a day, 7 days a week for urgent problems but we are not always at the office. We can advise you by phone regarding urgent problems that cannot wait until the office is open.

Stonechurch Family Health Centre operates a weekend on-call clinic on Saturday and Sunday and public holidays from 10:00 am to 2:00 pm. This clinic is located at Stonechurch Family Health Centre. If you need to be seen for an urgent problem on the weekend, call the Stonechurch clinic number on the bookmark provided for you. Please be aware that the physicians on call in the evening and weekend are working for stretches of 36 hours or more. Calls during the night should only be made in cases of serious concern.

Stonechurch Clinic is not a walk-in clinic. You must have an appointment to see your doctor, nurse, social worker, or other specialist but we are always available to talk to you about any urgent problem. Please do not go to a walk-in clinic - CALL US - we know how to help you.

Our Teaching Role

Stonechurch is a McMaster University Family Medicine Teaching Site

We help family medicine residents prepare to be family doctors, and teach medical, nursing, and social work students who are interested in working in primary care settings.

What is a Family Medicine Resident?

A family medicine resident is a graduate doctor who is completing two extra years at McMaster University to become a family physician. Our medical residents work directly with one of our Family Doctors and each resident is supervised while they look after patients and families. If you have any

questions about our medical residents or other students, please discuss this with your doctor during a visit.

[How is the Medical Resident Supervised?](#)

Each family medicine resident is supervised by a family doctor while they care for you. Most of our exam rooms have a video camera. A family doctor may watch as the resident provides your care and also teaches the resident new knowledge and skills. This helps them to develop better interviewing, examination, and diagnosing skills. From time to time, residents may ask you for permission to videotape a visit for teaching purposes. They are required to review some of their work with their supervisor. They may not videotape without your permission, and you should feel comfortable to decline their requests if you wish. Videotapes are as confidential as all your other health information and are erased after being reviewed by supervisors.

If you have any concerns about receiving care from a resident, please discuss this with your family doctor.

[Do I have to be looked after by a Family Practice Resident or other Student?](#)

All of our family doctors work with residents. If you would like further information about how the residents function on your team, please feel free to speak with one of the staff or your family doctor.

[What other students will provide my care?](#)

This changes, but we may have other health science students from Nursing, Social Work, Medical or Nutrition programs. The caregiver will tell you if they are a student and every student will be supervised when they provide care.

Finding Help When The Office Is Closed

[If you have a life-threatening emergency, call 911 instead of your doctor.](#)

You can reach a family doctor 24 hours a day, 7 days a week for a medical problem. Our doctors and family medicine residents take turns being “on call” when the office is closed. We ask that you do not go to an emergency room or walk-in clinic before you talk to the doctor on call as we may be able to save you a hospital visit.

[How to get in touch with the “on-call” doctor after office hours. \(Monday to Friday after 5:00 pm and weekends and holidays\).](#)

Call the usual telephone number provided on your bookmark. Select to speak with the “on-call” doctor. You will be connected with the answering service. The answering service operator will ask for your name and

telephone number and then they will contact the doctor. You will be called back by the doctor in 15-30 minutes.

[How to make an appointment to visit the “on-call” doctor at the weekend clinic.](#)

Between 9:00 am and 2:00 pm on weekends and public holidays, call the usual telephone number. Select to speak with the receptionist at the weekend clinic. You can get an appointment to see the doctor at the clinic. The weekend on-call clinic is located at Stonechurch Family Health Centre. Parking is available. After 2:00 pm and before 9:00 am on weekends and public holidays, follow the instructions for after office hours to get in touch with the “on-call” doctor.

[What if the doctor does not call me back?](#)

If you have not been called back in 15-30 minutes, please call again. Although our system is very good, paged messages can go astray.

[What if I have a rotary dial phone, not a touch-tone phone?](#)

Call (905) 577-8647.

[What if I just have health questions and don't know if I have a problem?](#)

Nurses are available by telephone after hours to assess your symptoms, answer health-related questions and help you decide what to do. The On-Call Healthline is available 5:00 pm to 9:00 am weekdays with 24-hour service on weekends and holidays. Call toll free: 1-866-553-7205.

[What if I just need to cancel my appointment?](#)

If you call and get the answering machine, the recorded message tells you to press #3 then to press another number for your specific doctor. Please spell your name and leave a short message.



“You’ve got a rare condition called ‘good health’.
Frankly, we’re not sure how to treat it.”