

What are the hours that the Family Health Team is open?

The Main Site:

8:30* – 5:00** pm – Monday to Thursday

8:30* – 4:00 pm - Friday

* lab appointments begin at 8:00 a.m.

* foot care appointments begin at 8:00 a.m. on the first floor.

** Ask your receptionist about evening clinics Monday to Thursday until 8:00 p.m.

Saturday Clinics are provided on a rotating basis between our sites. Ask your receptionist!

Why do I get a voice mail when I call to book an appointment?

We are a very busy health team. If you get a voice message, it means the person you are calling is dealing with another patient or healthcare professional. Please leave *one* brief message with your name and telephone number. Your call will be returned.

Our phones are answered from 8:30 to 5:00 pm Monday to Thursday and 8:30 to 4:00 pm on Fridays, during late night clinics and Saturday mornings. The phones are covered throughout the lunch hour.

We average about 200 calls a day and in times of high use, for example during the flu season, that number jumps to well over 300.

We understand that it may be frustrating not to speak immediately to a live person. However, by leaving only one message, you can help us deal with the call volume.

Why does it take so long to get in to see my own doctor?

Our aim is to book you an appointment to see your clinician as soon as we possibly can. However, there are several considerations to be made when appointments are booked.

Urgent appointments take priority. Physicians set aside appointments to deal with urgent problems.

Wait Time Reduction appointments are designed to deal with *one* urgent issue only. As these appointments fill up quickly, please call when phone lines open at 8:30 a.m. for optimum availability.

When you require a **non-urgent** appointment (such as an annual physical, forms), you can expect a longer wait than for an urgent appointment.

If your family physician is not available within the timeframe you require, the receptionist may offer, if available, an earlier appointment with a Resident Doctor or Nurse Practitioner. You may choose to wait and see your own doctor.

We will continue to adapt our appointments as our patient population grows.

There are ways that you can help us deal with wait times:

- If you require a follow-up appointment with your physician, please book the appointment as soon as you know you need it, preferably at the end of your current appointment.
- Please also book appointments well in advance for prescription renewals, MTO physicals, etc.
- If you are unable to keep an appointment, please notify us. 'No-shows' waste valuable clinic time. If you give us enough notice, another patient can use your appointment slot.

In addition to working in the clinic, and the administrative duties involved in clinical care, our physicians are actively involved in other areas of primary care:

- At Campbellford Memorial Hospital (CMH):
 - In-patient care, including orphaned patients
 - ER scheduled shifts and back-up, ambulance runs, OR assists
 - Chief and Staff responsibilities, physician advisors on committees
- Nursing Home patient care
- Palliative Care and Hospice involvement
- Sports club Physician

Why do my appointment times change?

Due to unforeseen circumstances, such as a hospital emergency or personal illness, providers may have to change their schedules. We try our best to accommodate everyone in a timely manner, however changes sometimes are unavoidable. We appreciate your understanding.

What is Wait Time Reduction?

These ten-minute appointments are for minor urgent ailments. We aim to provide you with a same day appointment. Please remember one *urgent* problem only. For more information, please see our *Wait Time Reduction Program* under *Patient Programs and Services*.

What if I need to cancel an appointment?

Please call as soon as you know that you cannot make the appointment so that we can offer the appointment to another patient.

If you cannot speak directly to a receptionist, please leave a message.

Do I need an appointment for a blood test?

Yes. Please book your appointment with your doctor's receptionist or at the lab reception downstairs as soon as you know you need lab work done. If your lab request is from an outside specialist, please bring the requisition to the appointment.

Our main blood lab is now downstairs at the Main Clinic in Campbellford, however some blood work is still done upstairs. When your appointment is booked, you will be advised if you are booked "downstairs" or "upstairs".

Do I need an appointment for a flu shot?

For seasonal flu, watch for our annual flu clinics. No appointment required during a flu clinic.