



## Patient Information

**Rockwood Hours:** Monday to Friday 8:30am – 5pm, Tuesday and Thursday evenings 5pm – 8pm.

**Erin Hours:** Monday to Friday 8:30am – 5pm, Monday, Wednesday and Thursday evenings 5pm – 8pm.

**Saturday Clinics (only for EWFHT patients) for Urgent Care:** Please refer to our website for current schedule

### Team Information

The EWFHT is a community-based primary-health care team with clinics based out of Rockwood and Erin. A Family Health Team (FHT) is a group of health care providers who work together to help keep you and your family healthy and to coordinate the best possible care for your health needs. In addition to family doctors, the team includes nurses, nurse practitioners, mental health workers, dietician and administrative staff. You may be referred to another member of our team as appropriate. The team works together to offer health education and promotion, illness prevention, disease diagnosis as well as management and rehabilitation.

### Some important information that will help you access your doctor when you need him/her the most:

1. **Calling the clinic** - Mornings are our peak times for incoming calls. If you are calling the clinic to book an urgent same day appointment please call the office at 9:00am. If you are calling the office to retrieve a message on your chart or booking a non-urgent appointment, please call the office after 10:00am or take note of our evening hours below. **Phones are not answered Monday - Friday 1:30-2:00pm.**

Rockwood:	Tuesday and Thursday	9:00am - 8:00pm
Erin:	Monday, Wednesday, Thursday	9:00am - 8:00pm

2. **Personal Health Reviews** – Rather than complete physicals, Periodic Health Visits are now recommended. Your doctor can help you determine exactly what examinations or tests you should get done and how often this should occur. Your doctor will try to review this with you at each visit. If you think that you may be due for an examination or screening tests and are not seeing your doctor for other reasons then please contact one of the receptionists and they will be pleased to check with your doctor.

Evidence-based guidelines for screening tests and examinations have been developed based on risk factors such as age, sex, health status and family history. These guidelines help to determine what types of examinations or tests you should get done and how often you should get them done.

Although these guidelines should always be interpreted on an individual basis, they are an extremely useful tool.

Please keep in mind that if you already have a specific medical condition, you may require other or more frequent tests or examinations. In addition, any symptoms that you develop should always be thoroughly assessed in a timely manner. **Please refer to our website under “Preventative Screening” for the frequency of a complete Personal Health Reviews.**

3. **Booking follow-up appts.** – if your doctor wishes to follow up with you, regarding a certain issue, at the end of your appointment, he/she will either give you a blue slip or a green slip. If you receive a blue slip, you need not pre-book your follow-up appointment until around 2 weeks prior to date needed for appointments. For example, if he/she wants to see you in 4 weeks, you can call the clinic at the 2-4 week point and book your appt. If you receive a green slip at the end of your appointment, you should take it to reception on your way out, and pre-book your follow-up visit.
4. **Prescription repeats** – it is not always necessary for you to make an appointment to have a prescription renewed. **7-10 days** before you are due to run out of a medication you take regularly, if you have no repeats left, ask your pharmacy to fax a prescription renewal request to your doctor. It is very important that you don't wait until the last minute to do this as we require **at least 48 to 72 business hours** for all prescription repeats to be sent to your pharmacy. Once your doctor receives this request, if he or she needs to see you before repeating the prescription, one of our office staff will contact you to arrange an appointment.
5. **Forms:** Forms (i.e., insurance, WSIB, etc.) to be filled out that require time from a Doctor, **may take a few days to a few weeks** to fill out depending on the complexity of the form.
6. **Third Party:** Not all services offered by our clinics are covered by the Ministry of Health. Therefore, some services must be paid for, by the patients, on the day they are performed. You will be advised, at the time you request the procedure, if there is a charge for the service you are receiving. We accept cash, credit card, cheque or debit.
7. **Care Model:** The EWFHT team works within a model of preventive care and self management including ongoing regular evidence-based screening. We encourage all patients to be involved in their overall health care and offer a variety of health promotion classes and workshops to support you. We see your overall health care as a partnership between the team and yourself.
8. **Acute infections** – EWFHT Doctors will evaluate you and will only recommend antibiotics if they suspect a bacterial infection and will not routinely prescribe for viral infections where they have no benefit.
9. **Narcotic medications:** All patients will have their medications reviewed and will be required to sign a **narcotic contract** before they are prescribed by any EWFHT Doctor. Random urine drug screenings will be required for all patients who have contracts.
10. **Code of Conduct:** Any patient found to be violating narcotic contracts or acting inappropriately towards any staff may be asked to leave the care of the EWFHT.
11. **Missed Appointments:** Any patient that misses an appointment and doesn't cancel their appointment at least 24 hours ahead of time, will be charged for that missed appointment.

## Important Numbers

Rockwood Clinic Number 519-856-4611

Erin Clinic Number 519-833-9396