

Trafalgar Medical Clinic

Family Practice Group Patient Information Newsletter



HOURS 8:15AM—5:00PM

RECEPTION 905-844-3281

CALL US FIRST!

All Physicians keep same day appointments for urgent health concerns.

Every month we receive a report from the ministry letting us know when our patients are seeking care from physicians outside of our group. Our clinic is then billed to pay for those services.

We do not receive notes or records from your visit to a walk in clinic and they do not have access to your records or history.

If we cannot meet your daytime needs please come to the **AFTER HOURS CLINIC**.

The after hours clinic is not intended to replace seeing your regular family physician for ongoing health concerns and regular visits.

We run an AFTER HOURS CLINIC Monday to Friday 5:00pm to 7:30 pm that is exclusive to our patients. A record of that visit is seen by your doctor and kept in your chart.

Doctors:

Dr. K. Collett

Dr. W. Dobson

Dr. J. Fong

Dr. J. Inkster

Dr. C. Hooper

Dr. O. Lemeshko

Dr. D. Milloy

Dr. G. Morris

Dr. J. Tang

Dr. R. Van Straalen

Dr. M. Zamora

Services NOT performed at After Hours Clinic:

Emergency Care/Chest pain

Sutures/Wound Care

Ear Syringing

Liquid Nitrogen Treatments

Please be aware you may need to pay for services such as notes for work/school.

TB Tests

Injections

Physicals/Pre-ops

Narcotic Prescription Refills

Email Communication

Please make sure we have your up to date email on file.

We send out

- appointment confirmations
- information on referrals
- information about updates/changes in the clinic
- secure messages about your health.

We do not share your email with any other parties.



Trafalgar Medical Clinic

Family Practice Group Patient Information Newsletter



This newsletter is intended solely for you, the patients of Trafalgar Medical Clinic. It is designed to acquaint you with the organization of our offices so that you can make the most effective use of our services. Below you will find information about our hours, clinic changes and annual fee optional payment plan. Up to date information is also available on our website at www.trafalgarmedicalclinic.com including emergency closure information

Appointments

A Valid Health Card is required for EVERY visit.

Please have yours ready upon arrival to assist our staff with your check-in.

You can cancel appointments by email with a **minimum of 24 hour notice (business days)** or you may be charged a fee if less notice is given.

Email **reception@trafalgarmedicalclinic.com**.

Unfortunately we cannot book appointments by email, you must

call the reception desk to book or reschedule an appointment.

Please allow 1 to 2 business days for responses to email as it is not monitored on a regular basis.

Prescriptions

Prescription renewals require an office visit. Please check your medications renewals before each visit and call to **book appointments for renewal at least 3 weeks before** your medication runs out.

Referrals

Referrals are sent out to the specialist office and **it can take up to 6 weeks** to hear back about your appointment. We are now sending you your referral appointment information through our secure email. Please make sure we have an up to date email and that you check your junk folder for stray emails. This allows us to get the information to you faster and more efficiently.

Business Office

905-844-8001

8:30a.m. - 5:00p.m. Mon-Fri

After Hours Clinic

5:00p.m.—7:30pm Mon-Fri

Reception

905-844-3281

Press 0 to speak to reception

8:15a.m. - 5:00p.m. Mon-Fri

THURSDAYS CLOSED 12:00PM– 1:10PM

Closed Weekends and All Holidays

Nurses

9:00a.m. - 5:00p.m. Mon - Thurs

9:00a.m. - 4:00p.m. Friday

Closed for lunch 12:00-1:00

Please arrive 1/2 hour before closing otherwise we cannot guarantee that you will be seen.

IF YOU HAVE RECEIVED THIS AND ARE NO LONGER A PATIENT AT THIS CLINIC, PLEASE CALL US AT 905-844-8001 SO WE CAN REMOVE YOU FROM OUR PATIENT LIST.

Website: trafalgarmedicalclinic.com