Dr. Kenneth Logue, MD, MCFP.
401-1366 Yonge Street
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Email: office@stclairmedical.com

Dr. Kenneth Logue's Office Policy and Procedures

Office hours:

Monday and Thursday- 8am- 5pm.
Tuesday and Friday- 8am- 4pm.

Protocol for booking appointments:

We are no longer following the "same- day" booking schedule protocol as we did in 2018 and earlier. Patients may pre-book all appointments in advance. Also, we reserve some time slots each day to accommodate semi-urgent request for visits. Examples might include minor injury and acute infections. Please call the office after 8:00am at 416-966-0178.

Times for booking appointments or contacting staff.

Dr. Logue's office telephones are answered by staff from 8:00am to 4:00pm.

The call volume is often high in the morning. If you have difficulty getting through directly, please leave a clear voice message with your name and an appropriate contact number. A staff member checks the voice mail every hour. We endeavor to return calls within two to three hours.

After- hour Clinic Hours:

Dr. Logue is a member of a Family Health Organization (FHO) called Rosedale FHO. This is a group of physicians that have formed a group to assist in looking after one another's patients for semi-urgent problems when patients cannot see their regular doctor in a timely manner.

These after-hours clinic are available to Dr. Logue's rostered patients. The after -hour clinics are open Monday through Thursday from 5:00pm to 8:00pm and Saturdays from 9:00am to 12:00pm.

The clinics take place at various local medical offices. By phoning 647-348-0514 you may access a recording which lists the phone numbers of the specific office open on that evening or weekend.

If you are a rostered patient of Dr. Logue, we ask you to be sure to make an appointment to see Dr. Logue during his regular clinic hours or to attend one of these after- hour clinics. Because all doctors in this FHO group have linked electronic medical records, the physician in the after-hours clinic assessing you can access your medical file. As well, Dr. Logue will be notified of the visit and any testing that occurs as a result of the visit. This improves continuity of care and follow-up.

When you call to book your appointment...

When you book an appointment please consider advising the staff of the reason for the visit. This will allow us to allocate the appropriate time for your office visit, and ensure we have all relevant reports from investigations or specialists.

There are three main types of appointments.

Periodic Health Exam are schedule for 30 minutes. Doing yearly complete physical exams are not recommended for younger healthy individuals.

Vaccinations/ Injection appointments are scheduled for 10 minutes each between 8:00am to 8:30am. If an afternoon appointment is needed, we recommend it be scheduled at the start of the afternoon clinic.

Most typical appointments are 20 minutes. We assume your medical matter can be reviewed by Dr. Logue in this amount of time.

30 minute appointment if you have complex problem that you feel may require more then 20 minutes, please mention this to the staff person (or in your telephone message) when booking. This allows us to allocate more time for your care, if needed. For example, if you are scheduling an appointment following a hospitalization, please communicate this clearly to us when you call to book the visit. Because Dr. Logue usually needs to review medication changes, investigations, and assess the need for further testing at these visits, we will schedule a longer appointment for you.

When you book your appointment after a recent hospitalization, please confirm with us if we have received records from the hospital. If we have not received these records, we can request them prior to your appointment and ensure they are available for the review during your appointment.

When you come to your appointment....

It is necessary that you always carry your **OHIP** health card with you. Please provide it to the front staff prior to appointments.

Please review and update your contact information (address, phone number and email) with the staff when appropriate.

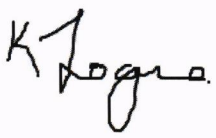
When you come to your appointment, please bring with you a **complete and up-to-date list of medications.** This is especially helpful in circumstances when recent medication changes have been initiated, for example after a hospitalization or review with a specialist.

Cancelling or Rescheduling Appointments.

If you need to cancel or reschedule an appointment, please provide our office with at least 24 hour notification. Call the office at 416-966-0178 during office hours or leave a voice mail message after-hours with your name, phone number and appointment time information.

Late cancellations or missed appointments will be billed. (The amount will depend on the type of appointment.)

Sincerely,



Dr. Kenneth J. M. Logue