



Dr. Caroline Newman, MD

St. Clair Medical Associates

401-1366 Yonge Street • Toronto, ON • M4T 3A7

Tel: 416-966-0178 Fax: 416-929-0843 Email: office@stclairmedical.com

Office policy and procedures:

Office Hours: We book patients Monday to Friday 8:00am – 4:45pm - closed on weekends/holidays. We book appointments as per the doctor's schedule. We always have appointments available for same day urgent care. Call early.

Telephone Hours: Phones are answered 8:00am to 4:00pm. Voice mail is checked every hour. When you leave a message, your call will be returned within 2 hours. **Be sure to leave a clear message with your name and phone number(s).**

Appointments and Appointment Reminders: We do email reminders for all 30 minute appointments and new patient appointments. This is done two days before the appointment date. Normally with few exceptions, 30 minute appointments are booked for mental health or other counselling and for adult full physicals only. Everything else is dealt with on a regular appointment. Multiple issues can sometimes be dealt with at one appointment. However, if there is more than one major health issue that requires proper assessment, more than one appointment will likely be required to ensure thorough, focused assessment of each unrelated issue.

Health Card/Medications: always bring with you a valid health- card and current prescription medication bottles/boxes to all appointments.

Timely Cancellations: If you need to cancel or reschedule your appointment, you must give us at least 24 hours notice by calling the office at 416-966-0178, always leave a voice mail if your call is not answered. Cancellations made with less than 24 hours' notice will be considered a missed appointment. Late cancellation and missed appointment fee are \$30 for regular appointment, \$50 for 30 minute appointments. *To be paid prior to re-booking.*

Late Arrivals: In order to maintain a timely schedule, we may not be able to accommodate late arrivals. If you are running late please notify the office. We will check the schedule and notify your doctor to figure out what can be done about your appointment. If we can't accommodate your appointment, it will be considered a missed appointment, fees are the same as noted above. **Please allow extra time to travel to your appointment as traffic issues, normal TTC delays and difficulty parking will not be considered exception if they result in a late arrival.**

After Hours' Care: The doctors at St. Clair Medical Associates medical team are part of a network of other clinics within the Rosedale Family Health Organization (FHO). This is a shared care model that ensures that you, as our patient, have better access to comprehensive medical care for semi-urgent problems when your own doctor is unavailable (i.e. weekends and after hours). This increased service does not alter the ongoing relationship that you have with your family doctor.

How does it work?

After Hour Clinics: As a registered (rostered) FHO patient, you have access to one of our associated doctors during after-hours clinics Monday to Thursday 5pm - 8 pm by appointment. And Saturday 9am to 12pm walk in. By having access to limited parts of your health record, a Rosedale FHO physician will offer you a more comprehensive consultation about your health. This is a service that is not available at walk in clinics. Just phone **647-348-0514** for after-hours care to determine which associated clinic is offering extended hours on that day.

Telephone Medical Advice: Telehealth line is available for you to call (1-866-553-7205). You can call this line to receive medical information and advice from the on-call nurse. Just identify yourself as a rostered Rosedale FHO patient, and this will ensure that a report of your consultation with Telehealth is faxed to your family doctor the next morning.

Rostered patients of St. Clair Medical Clinic benefit from the FHO association by having increased access to a trusted physician when your own doctor is unavailable. You also are ensured of communication between the on-call after hours' doctor and your own family physician. (results, notes, and medication changes will be faxed to your own doctor.). Also, some services can be provided without a visit i.e. by fax, email, or by phone.

Your responsibilities - Always call our office before seeking help from outside of St Clair Medical Associates. Please do not sign any similar Ministry of Health Enrollment form at walk-in clinic or with another doctor. Doing so removes you from our FHO and means that you are no longer registered as being your family doctor's patient. We believe that by offering enhanced continuity of care, we can better serve you and improve your health.

Please note that patients who have signed a FHO enrollment form must not visit outside walk-in clinics in Ontario, but can always go to emergency departments. If you wish to use walk - in clinics or are visiting other family doctors for health care, please let us know so that we can send notification ministry of health and have you removed from the roster list at that time. Each visit by a FHO patient to an outside family doctor is paid for by your family doctor. The ministry does not cover it. Removal from the FHO allows free access to all family physicians, home visit service, and walk – in clinics.

Annual Fee program: Provides annual coverage for the most common non-insured

services such as illness and return to work notes, forms, insurance notes, and a number of other medical services. Notification of the Annual Fee Program will be emailed or mailed yearly.

Email Correspondences:

Please note that the office email service is solely used to provide you with appointment reminders for 30 minute appointments and first appointment for all new patients. Also, we send you copies of any specialist appointments, after you have been given the information verbally. You will always receive a call from office before anything is sent you by email. This way we confirm the correct email information is on file.

Please do not use the email service to set up appointments or for cancellations, or to seek medical advice. It is best that you always call the office first, so that the staff can provide advice on what to do in your situation. We only check the email twice day, once in morning and once at end of the day. Email is not be used for multiple correspondences back and forth, just quick occasional questions. Phone the office first prior to emailing.

Important: Lately many of you are calling or emailing in order to have our front desk staff email results for you records. You are entitled to your information but this is time consuming for the front desk. It can be done directly where you had it done e.g Lifelabs, specialists. It can also wait until you come for an appointment, we can print it for you then.

Cell Phone Use Within Clinic:

Please remain aware that cell phone sounds (rings, reminders, taps, and tones) are bothersome to other patients and are distracting to your doctor and the office staff. Please ensure such sounds are turned off prior to entering our office. Also, please handle necessary calls in the hallway.

Sincerely,

A handwritten signature in cursive script that reads "Caroline Newman". The signature is written in black ink and is positioned below the word "Sincerely,".

Dr. Caroline Newman MD