

## Parkside-Dundas Family Health Organization (FHO)

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Dear Patient:

As a patient of our clinic and the Parkside-Dundas FHO, you have after hours access to one of Parkside-Dundas FHO physicians from 5pm-8pm Mondays to Thursdays as well as 10am-1pm Saturdays. You also have round-the-clock access to the Telehealth Advisory Service (THAS) should you be unable to see your family physician.

Our FHO physicians are able to electronically send your family doctor any information about your visit including the nature of the health issue, any medication prescribed, and any tests that were ordered. When you visit an outside walk-in clinic, we do not receive any follow-up reports or communication regarding your visit. This reduces the quality and continuity of your medical care. In addition, FHO physicians are salaried for their patients. This means that when you go to a walk-in clinic, the MOHLTC deducts the payment for your care from your family doctor. Therefore, *we strongly discourage our patients from using outside walk-in clinics.* Please allow us to provide you with optimal care – use our FHO services.

Take advantage of our commitment to providing you with the highest level of medical care by *calling us FIRST!*

<b>Same Day Appointments*</b>	<b>After-Hours Clinics*</b>
<ul style="list-style-type: none"><li>Physicians keep a number of slots open every day for urgent, same-day appointments.</li><li>If you have an urgent health concern, please contact our clinic during our regular business hours on Monday through Friday, and we will do our best to give you a same day appointment. If this is not possible, you can take advantage of our <b>after-hours clinics.</b></li></ul>	<ul style="list-style-type: none"><li>After-hours services are provided regularly to patients of our Family Health Organization. Our typical weekly schedule is: <b>Weekdays:</b> Monday-Thursday: 5pm-8pm <b>Weekends:</b> Saturday: 10am-1pm</li><li>To learn the hours and location of the next after-hours clinic please call: <b>289-619-EPIC(3742)</b></li></ul>

\* For urgent medical problems only and limited to one problem only

Did you miss the after-hours clinic?

You can still get round-the-clock free telephone medical advice from a registered nurse by calling the Telehealth Advisory Service (THAS) at 1-866-553-7205

ANY QUESTIONS? PLEASE CALL OUR OFFICE. WE ARE ALWAYS GLAD TO HELP.

Best Regards,  
Dr. Kunal Jagoowani  
Member Physician of the Parkside-Dundas FHO