

Parkside-Dundas Family Health Organization (FHO)

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 can electronically share information about your visit with your family doctor, including the reason for your visit, any medications prescribed, and any tests ordered. This helps ensure your medical record remains complete and supports continuity of care. When you visit an outside walk-in clinic, we often do not receive information about your visit, which can affect the coordination of your care. In addition, under the FHO+ model, visits to outside walk-in clinics may still result in financial penalties for your family physician and practice. For these reasons, **we strongly encourage patients to use our clinic's same-day, after-hours, and walk-in services whenever possible.** By accessing care through your FHO team, you help us provide the highest quality, most coordinated care for you and your family.

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

Same Day Appointments*

- Physicians keep a number of slots open every day for urgent, same-day appointments.
- 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 **after-hours clinics**.

After-Hours Clinics*

- After-hours services are provided regularly to patients of our Family Health Organization.
Our typical weekly schedule is:
Weekdays: Monday-Wednesday: 5pm-8pm @ Parkside Medical, by appointment ONLY
Thursday: 5pm-8pm @ EPIcare Medical
Weekends: Saturday: 9am-3pm @ EPIcare Medical
Saturday: 10am-1pm @ Parkside Medical
Please call 905.690.1670 if you are not able to reach our office
- To learn the hours and location of the next after-hours clinic please call:
289-619-EPIC(3742)

* 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 & Dr. Anjali Menezes

Member Physicians of the Parkside-Dundas FHO