



May 2017

Dear Bridgepoint Family Health Team Patient:

Over the past few years, the Government of Ontario has imposed various cuts to primary care funding. As we are passionate about providing excellent patient-centered care, we are asking you to partner with us in making our clinic even more effective and efficient.

- 1) **Please bring a valid health card to each and every visit.** The Government of Ontario does not fund healthcare at our clinic for those without a valid health card. We have been providing care to over 60 patients each month who have expired health cards or do not have a valid health card with them. In the future, those presenting without a valid card will be charged a fee for the visit.
- 2) **Please arrive on time.** Every member of the Family Health Team works extremely hard to stay on time while providing all necessary care for each visit. All late patients will be asked to wait until the next available time slot or rebooked for another day. As well, our staff will inform you on your arrival if, for unforeseen circumstances, your provider is running late.
- 3) **Please bring your medications with you to each and every visit.** Your health and safety is a huge priority. Medications can all look the same. When you bring your medication we can best answer your questions and help reduce errors. We have a pharmacist on staff that is available for consultations.
- 4) **Please book an appointment before you run out of your medication.** Your provider will have given you enough medication until the next time you are expected to be seen. Our clinic receives over 150 faxed requests for prescription renewals each week. Unlike other practices we have not started charging for this non-OHIP covered service, but may need to in the future if the demand keeps increasing.
- 5) **Use our entire team.** Our clinic strives to provide you with the right level of care at the right time. Our nurse practitioner, nurses, diabetes education team, pharmacist, and social worker provide integral and vital parts of the care you receive. You will be asked to see other members of our fantastic team to ensure your health care needs are met.
- 6) **Before seeking non-emergency care elsewhere: call us or Telehealth Ontario (1-866-553-7205).** Our team strives to give you proper care. We know your health history, medication sensitivities and have the global picture of your health. **Your doctor pays the bill for any visit you make to a walk-in clinic, or visits you request from a home visit service. We ask that you respect our team by ensuring that you call our office first before using these services.** We provide after-hours time slots Monday-Thursday from 5-8pm for urgent appointments. We are open for urgent care on a drop-in basis from 9am-11:30am on Saturdays.
- 7) **We are a scent-free environment.** Scented products can worsen some health conditions. Help keep the air we share fragrance free by avoiding the use of cologne, perfume or other scented products when visiting our clinic.
- 8) **Our website is a resource.** Please visit us at <http://www.bridgepointhealth.ca/en/what-we-do/family-health-team.asp> for helpful resources and answers to many questions.

We greatly appreciate your help in keeping our clinic running efficiently! This will allow us to concentrate our efforts and resources on providing the excellent care we are proud to deliver at the Bridgepoint Family Health Team. Please do not hesitate to ask our team if you have any questions.

Sincerely,
Bridgepoint Family Health Team