

Client Information Bulletin

Important Changes for Booking Appointments

Dear Client,

As of January 19th, 2009 the South-East Ottawa Health Clinic will be changing over to the Advanced Access Model. This new Model will shorten the wait times for you to be seen by your health care provider and allow us to address your health concerns when they come up.

What this means to you as a client, is that you will be able to call for an appointment and be seen by a doctor or nurse practitioner, usually your own, on the same day or the day after you call. Because your doctor or NP does not work everyday, you will be given the choice to see another provider on the team if your problem is urgent or wait to book with your provider within 48 hours of her(his) availability. The clinic's registered nurses (RNs) will also be part of the Advanced Access Model so that, if you need to book with an RN only, you may do so on the same day or the day before.

This new way of booking appointments will also mean that we will no longer have walk-in clinics as you will be able to see a health care provider on the same day or within 48 hours of calling.

For those of you who absolutely need to book an appointment more than 2 days (48 hours) ahead, your Doctor or NP will have a small number of appointment slots that will be reserved for this purpose. However, we cannot guarantee that you will be seen within a shorter time frame than you are now if you pre book.

This change does not affect the after hours on-call service that is provided by the clinic. If you have an urgent health problem after clinic hours or during the week-ends, you should continue to call the on-call service number (613-239-4070) or call the South-East Ottawa Health Clinic number (613-737-4809) to obtain the number.

Your patience and understanding will be much appreciated during this transition period until we have the new system up and running smoothly.

If you have any concerns or questions, please do not hesitate to ask one of the staff members on the Health Services Team.

Sincerely,

Linda Lafrance MScN, RN(EC),
Health Services Manager