

Clinic Letterhead

Information for Our Patients

The CLINIC NAME provides family practice medicine for your family.

Office Hours: Monday – Friday 10 am – 8 pm Saturday 10 am – 4 pm.
Sundays and holidays - closed

Free parking is available. Bus stop # 3333.

Walk-in patients are seen on the same day by the next available physician.

Many of our physicians and team members speak English, Punjabi, Hindi or Urdu.

Our physicians work together. When possible you will be offered an appointment with your family physician. If your family physician is not available, you may be offered an appointment with another physician. The physicians will have access to your patient health record. Our physicians include:

DR. FIRST LAST NAME
DR. FIRST LAST NAME
DR. FIRST LAST NAME

When you are sick, we will see you quickly. Help us by calling early for a **same day appointment**. Patients will be seen in the following **order**:

1. The sickest people will be seen first.
2. Scheduled appointments
3. Walk-in patients

We are pleased to participate with the Primary Care Network. The PCN offers programs to deliver comprehensive family care to our patients. Our nurses, social workers, respiratory therapists and dietitians work with family physicians to provide care for patients with chronic diseases, mental health issues and to seniors. For more information please ask our reception staff.

Phone for appointments: 555-555-5555

- You will be asked the reason for your appointment. This will help us to offer you the most appropriate service.
- You must make an appointment with the physician for refill prescriptions. For your good health, the physicians will not phone a prescription refill to the pharmacy.
- If you can not attend your appointment, please phone us to re-schedule your appointment. You may be asked to pay a fee for a missed visit.
- All test results are reviewed by the doctor. Patients will be called for a follow-up visit if lab or x-ray test results are not normal. Reception staff are not able to give you test results; you must visit the doctor for your test results.

Clinic Letterhead

Our Walk-in Clinic: Appointments must be booked in person

- Names are taken at the front desk in person only, between 10 am – 5 pm Mondays - Saturday.
- Patients with scheduled appointments will be seen first.
- Walk in patients will be seen in the priority of their illness or injury.
- Walk-in patients are seen by the next available physician. If you want to see a specific physician, you may schedule an appointment.
- Walk in patients will be seen during regular office hours space permitting; availability is not guaranteed.
- Walk-in patients may be seen by the Licensed Practical Nurse before seeing the physician. This helps us to offer you the most appropriate service.

Get the right care when you need it.

Not sure if you need a scheduled appointment or a walk-in appointment? Use these examples to help you decide. If you are not sure, ask our receptionist.

Scheduled Appointment	Walk-in Appointment
<ul style="list-style-type: none">• Staying well – well baby, pre-natal, health screening• Preventing chronic disease• Managing chronic diseases• Physical exam• Refill prescriptions• Completing medical forms, applications, drivers medical, insurance forms, WCB, etc.• Wart removals, excision• Provide referrals to other medical consultants and specialists if needed• Routine lab tests• Counselling• Dressing changes	<p>Sudden or new:</p> <ul style="list-style-type: none">• Fever or infection• Mental health crisis• Ear aches and other pain in children• Minor aches and pains• Cold or flu• Sudden rash• Allergies• High blood pressure• Minor cuts• Migraine

After Office Hours

If you have a health concern or you're not sure where to go for help, speak to a nurse on this free, round-the-clock, telephone advice and health information service from Alberta Health Services:

- **Phone [811](tel:811)**
- **Go to the website <http://MyHealth.Alberta.ca>**

This website is a single place for you to go to find trustworthy health information and useful health tools, including a [symptom checker](#).