



Garden City  
Family Health Team

Garden City Family  
Health Team

Answers to commonly asked  
questions about reaching your  
doctor or the doctor on-call

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Dr. C. Buetow  
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**Can I just go to a walk-in clinic?**

If you have enrolled in our Family Health Network, we want you to see one of our doctors or nurse practitioners. We have access to your medical records, we know your medication history and allergies, and we always forward a note from your visit to your family doctor. None of these things happen when you go to a walk-in clinic.

**What happens if I go to a walk-in clinic anyway?**

If you go to a walk-in clinic, we will probably contact you to remind you to use our services. If you continue to use a walk-in clinic, we will need to end your enrolment in the Family Health Network. You will still have the same family doctor, but you won't be able to use any of our extended services (like the Urgent Care Clinic) in the future.

**What happens if I have trouble getting in to see my doctor or the doctor on-call at the Urgent Care Clinic?**

Please let us know right away. If you think you have a problem that needs attention and you feel like you are not getting the attention you need, we want to know. We are always looking for ways to better serve our patients.

Care Clinic is open, the answering service will contact the doctor on call.

8:00 p.m. and on Saturday from 1:00 p.m. to 4:00 p.m.

## **What do I do if I feel that I need medical attention?**

### **a) Routine Appointments**

Please call your doctor's office during office hours to book appointments for regular visits or to ask these questions.

### **b) New Unexpected Problems**

i) Monday through Friday between the hours of 9:00 a.m. to 5:00 p.m.

Call your doctor's office. **All of our doctors are available to their patients from 9:00 a.m. to 5:00 p.m. Monday to Friday even if the office is closed.**

If you call during business hours and need to talk to your doctor, but the office is closed, press 0 and speak to the answering service. Let the answering service know what your problem is and they can help you get in touch with your doctor. If the reason you are calling can wait until your doctor's office re-opens, you may be asked to call back.

ii) Monday through Friday before 9:00 a.m. or after 5:00 p.m. or on a weekend or holiday

Call your doctor's office and speak with the answering service. There is always a doctor on call. If your problem cannot wait until the Urgent

## **What is the Urgent Care Clinic?**

The Urgent Care Clinic is a service offered by the Garden City Family Health Team to provide medical attention to enrolled patients in the evening and on weekends, when their doctor's office is not open.

## **Who can use the Urgent Care Clinic?**

Urgent Care Clinic is available to all patients who have enrolled in the Garden City Family Health Network.

## **How do I know if I am enrolled?**

You are an enrolled patient if you have filled out a form and either mailed it to the Ministry of Health or given it to the receptionist at your doctor's office. If you're not sure if you are an enrolled patient, ask the receptionist.

## **Where is the Urgent Care Clinic?**

Usually, the Urgent Care Clinic is held at the main site of the Garden City Family Health Team, at the Lake-Carlton Plaza. If the After Hours Clinic is being held at another office, there will be a sign on the door. When you call to be seen in the Urgent Care Clinic the receptionist will advise you where to go.

## **When are the Urgent Care Clinics?**

The Urgent Care Clinics are available Monday to Thursday from 5:00 p.m. to

## **Can I just walk in or do I have to make an appointment?**

We strongly recommend that you call first and make an appointment. That way, you have a scheduled time to see the on-call doctor and you won't have to sit and wait for the next available time.

## **When do I call to make an appointment for the Urgent Care Clinic?**

Please call your doctor's office as soon as you think you might need an appointment. We recommend that you do not wait until the start of the Urgent Care Clinic to call. Someone might be able to help you before the Urgent Care Clinic open or schedule you for the Urgent Care Clinic when you call.

## **What are some examples of problems that are not seen in the Urgent Care Clinic?**

Medical emergencies (chest pain, problems breathing, and fractures) are best dealt with in the emergency room at the local hospital. If you have a life and death emergency, dial 911. If you are not sure if you should go to the emergency department or if you should be seen in the Urgent Care Clinic, call your doctor's office and the doctor on-call will help you with that decision.