

BAYVIEW FAMILY PRACTICE ASSOCIATES  
ANNUAL LETTER NOVEMBER 2022/2023

“It continues to be a challenging time: Please Be Kind”

Contacting the Office:

**Phone:** Our phone lines are open between 9-12 and 1-4 (9-12 on Fridays). **If you feel that you need to see a doctor urgently, please call the office between 9-10AM;** your call will be triaged by our team. If your concern is not urgent, please call after 10 AM. Please do not call the office Monday mornings between 9-12 unless you have an urgent concern, prenatal concern or have a morning appointment & need to speak with us.

**Email:** We receive hundreds of emails a day. When communicating with the office by email please send **only one message** and know that we will respond; multiple messages overload our staff and create delays in dealing with issues in a timely fashion.

**For urgent appointments and for all medical questions, please call the office to speak to a staff member as we cannot guarantee a response for time sensitive matters.**

Please use email for camp/school forms and immunization records, to confirm appointments, or to request appointments for routine checks and follow-ups.

**Prescription Renewals** – Each prescription renewal request without an associated appointment is a multi-step process that includes a physician reviewing your file to ensure there are no updates or changes required; prescription renewals are covered under the Annual Block Fee or will be billed (see attached). Have your **pharmacy contact us** and please allow **5 business days**.

**Forms and immunization records** - Please email the office and allow **30 days** for completion.

**Referral Requests** – Please do not expect a referral for imaging or a consultation without an assessment.

After Hours Urgent Care...

After hours telephone advice is available after 5PM, weekends & holidays, 365 days/year.  
Telephone Health Advisory Service 1-866-553-7205

Our After Hours Urgent Care Clinic is **for urgent matters that cannot wait until the next clinic day**. A link to the schedule with the location and the phone number for the daily clinic can be found on our website [bayviewfamilypractice.ourmd.ca](http://bayviewfamilypractice.ourmd.ca).  
Appointments must be booked: This is not a walk-in clinic.

After Hours Clinic Hours:

Monday-Thursday: 5-8PM

**Weekends – NEW!** We have expanded availability for After Hours Urgent Care Clinics **on the weekend**. Three blocks of in-person or virtual care clinics will be available each weekend for urgent medical concerns. We hope this will allow you to **avoid walk-in clinics** which do not provide the same continuity of care and leads to financial penalties to our physicians.

With best wishes for a healthy year for all of us -

Leslie Beyers

Karen Fleming

Claire Murphy

Jennifer Wyman