

Medical Services

Need a Form Completed by Your Nurse Practitioner or Physician?

Please be aware that you may be asked to book an appointment for the completion of a form by your Nurse Practitioner or Physician. Our Medical Secretaries will advise you if needed.

While the following is not a comprehensive list, the following forms may require an appointment:

- Ontario Disability Support Program (ODSP) reports/forms
- Insurance letters/forms
- Medical Certificates
- Sick note/Return-to-work letters
- Ontario Ministry of Transportation Drivers medical reports/forms
- School and course forms
- Pre-operative Assessments
- Immunization Record

Please note that your Nurse Practitioner or Physician may not be able to complete your form during your appointment. A **minimum of 10 business days to a maximum of 20 business days** may be required for your Nurse Practitioner or Physician to complete forms and letters. Please allow an **additional minimum of three weeks** if immunizations (e.g., pre-exposure vaccinations), bloodwork or any other medical testing is required.

Our Medical Secretaries will call you when your letter or forms is ready to be picked up.

Please note that we are not a crisis or urgent/acute care centre.

If you are experiencing an urgent health problem, please go to your nearest Medical Walk-In Clinic or hospital. If you are experiencing a crisis, we encourage you to access *Distress Centre Durham* at 905-430-2522, *Durham Mental Health Services* at 905-666-0483, *Kids Help Phone* at 800-668-6868. Otherwise call 911 or go to hospital if you need immediate help.

Oshawa

115 Grassmere Avenue, Oshawa, ON, L1H 3X7
905-723-0036

Hours of Operation

Mondays: 8:00am-8:00pm
Tuesdays: 8:00am-5:00pm
Wednesdays: 8:00am-8:00pm
Thursdays: 7:00am-5:00pm
Fridays: 7:00am-5:00pm

Ajax

360 Bayly Street West #5 Ajax, ON, L1S 1P1
905-428-1212

Hours of Operation

Mondays: 8:30am-5:00pm
Tuesdays: 8:30am-8:00pm
Wednesdays: 8:30am-5:00pm
Thursdays: 8:30am-8:00pm
Fridays: 8:30am-5:00pm

Carea Community Health Centre and our staff are dedicated to creating an inclusive environment that welcomes diversity. Every One Matters! Every One Is Welcome!

Accessibility: Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you have accessibility needs and require alternate formats or other accommodations please contact the Resource Development and Communications Manager at 905-723-0036 x1229 or info@careachc.ca



Who Are We?

The Medical Services Team (MST) welcomes you to Carea CHC! Thank you for choosing us for your Primary Health Care needs. Our friendly team of Family Physicians, Nurse Practitioners, Registered Nurses and Registered Dietitians are often the first people our community turn to with their health concerns.

We are part of a *Community Health Centre* (CHC) where we work with an inter-professional team of people that includes our Counselling Services Team (CST) of Social Workers and Psychotherapists. As valuable members of a CHC, our team members believe in the values of non-judgmental, strengths-based and supportive collaboration *with* our clients to help them achieve their health goals. We approach our work using an anti-oppressive lens ensuring that you feel welcomed at Carea CHC. We want you to know that Carea CHC is an inclusive and safe space.

Our Medical Services Team (MST) includes:

- Family Physicians
- Nurse Practitioners (NP)
- Registered Nurses (RN)
- Registered Dietitians (RD)

For more detailed descriptions of our team members and their roles, please check out our website.

How Do I Become a Medical Client at Carea CHC?

It is important for you to know that we do not provide acute or urgent care services. Carea CHC is not a hospital or a walk-in clinic or crisis centre. Our Medical Services Team (MST) provide ongoing primary health care services *by appointment* for clients who are *registered* and *rostered* with a Carea CHC Nurse Practitioner or Physician. Once you are *rostered* with an Nurse Practitioner or Physician, you have agreed to become an active member of your own health care team and will receive your primary health care at Carea CHC.

Medication (Controlled Substance) Prescribing Policy

If you are not a registered and rostered Carea CHC MST client, our Physicians and Nurse Practitioners cannot provide new prescriptions or prescription renewals for any medication (for more information, please see Carea CHC's *Medication (Controlled Substance) Prescribing Policy*). Once you become a registered and rostered MST client, your Nurse Practitioner or Physician will assess your health care needs and you may be required to sign a *Medication Treatment Agreement*.

The following are the steps to becoming a rostered client of Carea CHC's Medical Services Team (MST):

Step One: Call Us to Book Intake Appointment

Please choose one of our office locations (please see the back of this brochure) and speak to one of our Medical Secretaries. They will help you schedule your *intake appointment* with a Nurse Practitioner or Physician. You will be assigned a healthcare provider on a *first-available appointment* basis.

Step Two: Arrive Early for Your Intake Appointment

Please arrive at least 15 minutes early for your intake appointment. You will be given our Welcome Package and asked to fill out some forms, including our *Registration Form* and our *Client Rights and Responsibilities Agreement*. **Please bring any medications you are currently taking** and any other information that you feel it is important for us to know.

Your assigned Nurse Practitioner or Physician will talk with you to learn about your medical history and will review Carea CHC's *Client Rights and Responsibilities Agreement* with you. You will be asked to sign the *Client Rights and Responsibilities Agreement*. A Carea CHC Registered Nurse (RN) may help the Nurse Practitioner or Physician during your intake appointment.

Your Nurse Practitioner or Physician will ask you for your written consent to obtain your medical records from your previous health care provider(s). Nurse Practitioners and Physicians will not prescribe narcotics and/or other controlled-substances during your intake appointment.

Step Three:

Now that you have agreed to become a *rostered* medical client at Carea CHC, your Nurse Practitioner or Physician will become your *most responsible provider*. This means that your Nurse Practitioner or Physician assumes responsibility and accountability for making sure that you receive the care you need – this includes treatment planning and scheduling of recommended preventative screening and/or testing appointments. Your Nurse Practitioner or Physician may refer you to a specialist for additional assessment if needed.

Wait Times and Missed Appointments

Please be aware that you may experience a wait-time for service and that we have a limited number of evening appointments available. Our Medical Secretaries and other team members are eager to accommodate you as best they can. We appreciate your patience.

Carea CHC encourages our clients to be mindful of our community's high demand for primary health care services. When you are late or do not show up for your appointment, we are unable to provide service to another client. *No-shows* impact our ability to manage our wait-list and to bring in new clients. Please be courteous and call us to cancel at least 24 hours prior to your scheduled appointment. Please note that you may receive a caution letter after three no-show appointments or late cancellations. If you are late for your appointment, you may be asked to re-book your appointment for another day.

That's It! Your Nurse Practitioner or Physician is looking forward to meeting you. Welcome to Carea CHC!



Private and Confidential

Your privacy is important to us. As a client of Carea CHC, your health provider will often ask you to provide us with personal health information that will assist you and your provider in your care. Carea CHC abides by the Personal Health Information Protection Act which sets out the rules for the collection, use and disclosure of your personal health information.