

Dear Patients,

Please read the following letter very carefully:

AVOID WALK-IN CLINICS

Our clinic is responsible for your primary healthcare. Although walk-in clinics will see anyone who visits, they are best for people who do not have access to family doctors. For us to support your health, it is very important to provide you with continuous care, as such, we strongly recommend that the patients of the Southlake Academic Family Health Team (SAFHT) avoid using walk-in clinics for several reasons which include:

- Walk-in clinics do not have access to your medical history;
- Most walk-in clinics do not provide follow-up care, which can impact the continuity of your care;
- Walk-in clinics often do not have an ongoing relationship with their patients;
- Walk-in clinics rarely inform our office of your test results, clinical findings, examination concerns or that you visited them;
- When patients of our Family Health Team use walk-in clinics, the Ministry of Health deducts the cost of the visit from your family doctor.

Ontario is currently experiencing a primary health care crisis with millions of Ontarians without a family physician. To help us provide the best care for you, ***please do not visit walk-in clinics*** unless our office is closed. If the matter is urgent, please proceed to the nearest emergency department.

As a patient of the SAFHT, you have access to our urgent care clinics. Please call the office to book into our urgent care clinic. As a reminder, our urgent care clinic hours are:

- Monday through Friday from 5:00 PM – 8:00 PM, and;
- Saturday from 9:00 AM – 3:00 PM.

Thank-you for your understanding and cooperation. If you have any questions regarding any of the information in this email, please feel free to call the office and one of our staff will be happy to assist you.

Kind regards,

Your Primary Care Provider at the Southlake Academic Family Health Team:

Dr. Albert Gheorghita
Dr. Alis Xu
Dr. Angela Fan
Dr. Caitlin Chrystoja
Dr. Chantal Burnett

Dr. Connor McSweeney
Dr. David Makary
Dr. Ehsan Yavari
Dr. Ellen Chow
Dr. Evonemo Esievoadje
Dr. Frozan Safi
Dr. Ijeoma Izundu
Dr. Julian Manzone
Dr. Kaveh Moezzi Madani
Dr. Kyrellos Sabir
Dr. Lana Kiehn
Dr. Lidia Avvakoumova
Dr. Mahnaz Mahmoodi
Dr. Marcos Ibrahim
Dr. Marina Liu
Dr. Markus Kuksis
Dr. Mehrin Ahmed
Dr. Milena Markovski
Dr. Mina Moussa
Dr. Monica Nijhawan
Dr. Nardin Hanna
Dr. Olga Gorodetsky
Dr. Paul Cantarutti
Dr. Rana Kamhawy
Dr. Sean Haber
Dr. Shyan Van Heer
Dr. Sonya Cui
Dr. Spencer Horemans
Dr. Taylor Sedran
NP Kellie
NP Munpreet