

Appointment Bookings/Same Day Access

In order to offer you an appointment when you need it, we will be booking most appointments within 1-3 days of your request.

You may also book an appointment for a time in the future that may be more convenient for you.

If you are going to **miss an appointment** please call 24 hours in advance and let us know. If you need to **cancel**, make your new appointment when you call.

Try to be on **time** for your appointment and so will we; if you are late please call if possible and let us know. If you are late you may have to reschedule as the practitioner may find it difficult to complete a thorough assessment.

More than **three missed appointments** in a row will be reviewed by the staff.

Notes, Letters and Forms Completion

Completion of letters for school, work or insurance companies as well as the completion of forms **will require an appointment.** Some forms require at least 60 days for completion. The patient portion and authorization must be completed by you in advance.

Prescription Renewals

We prefer to see patients for all prescription renewals. If you require a renewal and cannot be seen, please allow up to 2 weeks to complete the renewal.

Controlled Medications

As per BCHC policy, there will be no early releases.

Lab Results

If you have an abnormal lab result, you **will** receive a call from us, We do not call you if the results are normal. You may wish to check the results of the lab tests with your provider at the next visit.

Hospitalization

If you need to go to a hospital, you will be admitted under the care of the hospital or a specialists. If you are admitted, **please inform** them who your doctor is and **sign a consent** to release the discharge summary to our Centre.

After Hours Urgent Calls

Call 734-9690. Our on call team member will be contacted for urgent calls only. It is not for medical emergencies or general information and is not a crisis line.



**Barrie
Community
Health Centre**

**Primary Health Care
Services**

**Barrie Community
Health Centre**

**490 Huronia Road
Barrie, ON L4N 6M2**

www.bchc.ca

705-734-9690

HOW BCHC PRIMARY HEALTH CARE SERVICES WORKS

Our staff is a team of physicians, nurse practitioners and nurses who are here to help you with any health issues which brings you to the Centre.

- The team **offers health care** to you and your family. Each team member has a unique set of skills to offer and depending on the problem you are experiencing we will try to match you with the appropriate team member.
- We also pay **special attention** to **prevention** and **health promotion** and encourage you to take charge of your own health.
- **We believe** health is your physical, emotional, social and spiritual well being.
- Our team **ensures** you receive the right care at the right time from the right professional.

At BCHC we value: Equity, compassion, collaboration, people-centredness, quality and excellence

What to expect at your first appointment:

1. **How** the team (Physician, Nurse Practitioner and Nurse) works together.
2. **The BCHC** and the programs and services available.
3. **Your** health history and to start your health records
4. **To have** your health care records sent to the Centre
5. **To discuss** your health care needs
6. **To decide what** kind of appointment you need next, for example, a complete check-up with the Nurse Practitioner or a visit with the Physician to talk about a concern.
7. **To complete** a General Consent to Share Information Form and Client Information Form

The Barrie Community Health Centre encourages personal responsibility for one's own health and that of the community through health promotion, illness prevention, chronic disease management, and integrated primary health care services.

Appointments:

Please **check in** with medical reception;

- **Bring** your health card to each visit.
- **Inform** reception of any changes of name, address, work or home phone numbers or health card number.

When you make an appointment please tell the receptionist what the problem is, so she can book you for the right amount of time.

We try to be on time and would like you to be also.

Centre Hours: 8:30 am-4:30 pm

**By Appointment only
Thursday 4:30-7:00 p.m.**

For **more information** on the Barrie *Community* Health Centre and it's programs, please **visit our web site at** www.bchc.ca