

BALMORAL HEALTH GROUP  
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April 1, 2018

Dear Patients,

It is an on-going pleasure to assist you with your health care needs. In this year's annual letter, we wish to introduce you to our two new physicians, while saying goodbye to two departing doctors, remind you of our website and its uses, and review once again the process for booking appointments. As always, we ask you to update your contact information and make your annual fee selection.

### **NEW PHYSICIANS**

- As many of you already know, Dr. Sheila Doyle has retired, effective March 1<sup>st</sup>. Her practice has been taken over by Dr. Kira Gullane. Dr. Gullane is originally from Toronto. She attended the University of Western Ontario, studied medicine in Ireland, and completed her Family Medicine studies at the University of Manitoba, where she held the position of Chief Resident. Dr. Gullane will be accepting new patients after May 1, 2018
- Dr. Susan Westlake will also be retiring this year, leaving at the end of June. Her practice will be transferred to Dr. Kelly Chen. Dr. Chen attended the University of Toronto, studied medicine at the University of Ottawa, and completed her Family Medicine studies back at U of T, based out of North York General Hospital. Dr. Chen brings both family practice and hospital based experience to her new role
- Please help us to welcome these intelligent young physicians!

### **[www.balmoralhealth.ca](http://www.balmoralhealth.ca)**

- Our website has been up and running now for almost one year. Please take some time to familiarize yourself with it
- We hope you find this a useful resource for clarifying clinic times (including holiday hours), learning how to access after hours care, linking to our annual letter, making online payments, and obtaining up to date information on such things as flu shot clinics and early closings for staff meetings

### **BOOKING APPOINTMENTS (MONDAY TO FRIDAY)**

- Doctors Brunt, Bukczynski, and Lafleche are using the open access/same day scheduling model, and we continue to get a lot of questions about how this works. Appointments are booked in advance for physicals, well baby visits, patients coming by Wheel Trans, or when deemed medically necessary by your doctor. All other appointments are booked the same day  
**Same day access does not mean walk in – you must still have a booked appointment to be seen**
- Doctors Gullane and Chen will use a pre-booking model for now, as they get to know their new patients. As always, they will have same day appointments available for single urgent problems of illness or injury
- To request a same day appointment, please call the office the night before or early in the morning (before 9 a.m) on the day you want to be seen. If you

are directed to voice mail, leave a short message with your name, the reason for the visit, and a telephone number where you can be reached. Calls back to patients begin at 8 a.m. If you are requesting a same day appointment, please make sure you are available by phone to speak with us

**We are unable to book a same day appointment without speaking to you directly**

- Calls to book non-urgent visits will be returned within two business days

#### **AFTER HOURS COVERAGE (MONDAY TO THURSDAY 5-8, SATURDAYS 9-12)**

- This is provided collectively by the physicians belonging to the Rosedale Family Health Organization (Rosedale FHO)
- Call 647-348-0514 after hours to be directed to the physician available
- You must be a rostered patient with our clinic to use this service
- We do receive notification and test results from our after hours clinics
- Please choose our after hours coverage over that of Walk-In Clinics!

#### **E-MAIL**

- We continue to collect e-mail addresses, in an effort to enhance patient communication and to reduce the use of paper. Please provide us with this information on your annual update form

#### **ANNUAL FEE SELECTION AND INFORMATION UPDATE**

- The annual fee covers the costs of services **not funded by OHIP**
- These include, but are not limited to, all patient initiated prescription renewals (by fax, phone, or e-mail), forms, sick notes, insurance notes, travel shots, and **patient requested telephone and/or e-mail consultations in lieu of an office visit**
- These services can be paid as the **Annual Fee** or on a **Pay Per Service** basis
- Individual rates are listed on an enclosed sheet

The Annual Fee rates for April 1, 2018 to April 1, 2019 are:

- **Families, including children under age 21 or still in school** - \$235.00
- **Individuals/Seniors** - \$140.00
- **Single Parent Families/Students** - \$100.00

If you are unable to pay for these services, please speak to your personal physician.

Once again, we would like to thank you for your continued support. Please complete the enclosed **Information Update and Annual Fee Selection** sheet, and return it by May 15, 2018.

Yours sincerely,

Dr. Susan Westlake  
Dr. Susan Brunt  
Dr. Jacob Bukczynski  
Dr. Catherine Lafleche  
Dr. Kira Gullane