



MANAGING YOUR HEALTH...TOGETHER ... OPTIMIZING YOUR WELLNESS



The following will enable myself and our staff to effectively work together with you to optimize your healthcare:

1. **PARTNERSHIP:** The staff of this family practice and I will **partner with you** in your health care. We work together and **share responsibility** with you for your health and well-being. Great relationships require great communication, honesty and mutual participation. **We will let you know our thoughts, ideas, solutions, concerns, etc... we expect the same from you.**
2. **REGULAR OFFICE APPOINTMENTS:** (appointments booked in advance)...1-2 issues/concerns per visit. We are happy to **address other concerns at a future appointment time.**
3. **SAME DAY APPOINTMENTS:** (appointments booked on same day)... our office and medical team are designed to accommodate same day appointments or same day emergency concerns. In order to accomplish this, we will have to limit that visit to 1 issue only. That concern will be handled effectively and briefly. We suggest you call the office as early as possible for an appointment.
4. **EVENING CLINICS/AFTER HOUR MEDICAL SERVICES:** Are now available for our patients at the following locations and times: **MONDAY 5-8 pm**, Dr BOB TURLIUK, 4052 New St., 905-637-2323; **TUESDAY 5-8 pm**, DR. COMEAU at our office: **THURSDAY 5-8 PM**, Dr JANE MCDONALD, 394 Guelph Line, 905-333-1553. **WE SUGGEST YOU CALL FIRST.** In order to accommodate all patients, we have to stick to **ONE ISSUE/CONCERN PER VISIT.**
5. **AFTER HOUR MEDICAL CONCERNS:** The patients of our practice now have telephone access to a registered nurse after 5 pm each evening during the week and through out the entire weekend including holidays. This service is provided by **Telehealth Ontario**. It has helped many patients avoid unnecessary visits to after hour clinics and even emergency rooms. We suggest you call them first for your after hour medical concerns at **1-866-553-7205**. If you feel you have a life threatening or potentially life threatening situation you should go immediately to the local emergency room. Other concerns can often be handled with the advice of the **Telehealth nurse**, thus saving you time, worry and hopefully that trip to the emergency room or after hour clinic. **The phone number for the Telehealth nurse is always on our office phone answering machine during after hours.**
6. **MEDICATION RENEWALS:** Many medications/prescriptions can now be renewed over the phone. **Contact your pharmacy first. Allow 24 hrs for processing.**
7. **SPECIALISTS APPOINTMENTS:** We will set them up for you and contact you about appointment times. If you have not heard back from us (or them) within 3 weeks, contact us. If unable to make the appointment that was made for you, you must contact the specialist's office to rearrange or cancel.
8. **TO GET THE MOST OUT OF YOUR VISIT: STATE THE 1-2 ISSUES THAT YOU WANT TO BE ADDRESSED TO OUR STAFF MEMBER AS SHE BRINGS YOU INTO THE EXAM ROOM. THEN RE-STATE THEM TO DR. COMEAU AT THE VERY BEGINNING OF YOUR VISIT.** This will ensure that your issues are understood and effectively dealt with, as well as to allow sufficient time to deal with them. Any concern about your health and well-being is a concern to us. Let us know what they are so we can help you work through them. Better safe than sorry.
9. **LAB & TEST RESULTS:** We ask you to use any lab facility owned/operated by "CML" or "GAMMA-DYNACARE" as the results come directly back to us through our computer system. As it is difficult to get back to everyone regarding results, we suggest **"no news is good news"**. However if you are particularly concerned about results, please contact office.
10. **VACATIONS:** I will be taking them. Office staff will be available as much as possible during those times. Either Dr. McDonald or Dr. Turliuk will be available for back up during such vacation time. Always contact our office first. The registered nurse at **Telehealth Ontario** is also available (as described above) after 5 pm during the week and throughout the weekend @ **1-866-553-7205** for over the phone advice. For life threatening or concerns about serious medical problems please go immediately to your local hospital emergency room.

CELL PHONE NUMBERS

**PLEASE ENSURE YOU LEAVE YOUR CELL NUMBER WITH OUR RECEPTIONIST (OR CALL IT IN LATER),
IN CASE WE HAVE TO CONTACT YOU REGARDING PERSONAL HEALTH INFORMATION.**



Dr. Keith Comeau, BA, BSW, MD, CCFP January 2011

