



To make your visit go smoothly!

**REMEMBER**

- Write down what you want to get done in that visit.
- Bring all medications with you to review.
- Bring your Health Card.
- Inform the receptionist of any changes in your address or other personal information.

Questions or concerns?

Please ask us!

# *Open Access Appointment Booking System*

*Effective July 1, 2009*

*McMaster Family Practice*

Team A: 905-521-5016

Dr. Blau  
Dr. Oliver  
Dr. Popuri  
Dr. Redwood-Campbell  
Dr. Risdon  
Dr. Shaw  
Dr. Zazulak  
Jan Baxter, Betty Delmore, Eva Felix

Team B: 905-521-5015

Dr. Agarwal  
Dr. Fowler  
Dr. Guenter  
Dr. Miklea  
Dr. Munoz  
Dr. Trollope  
Mike Spoljar, Michelle Parkin,  
Nicolle Hansen, Debra Payne

*We appreciate your patience in this  
time of transition!*



McMaster Family Practice



July 1, 2009

*“Open Access”*

How it will  
affect you

Team A: 905-521-5016

Team B: 905-521-5015

690 Main Street West Suite A  
Hamilton, Ontario L8S 1A4

# Notes about Open Access



## When you call the clinic:

- We will do our best to offer you an appointment for the day you call, or the following business day. It will be with your doctor or a member of their team.
- If you request an appointment for a later date you may have to wait several weeks.

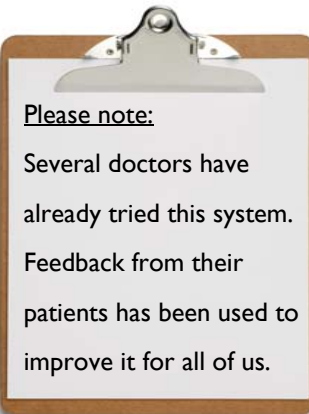
## When you are finished with your appointment:

- You will be given a note to take home that will remind you when to call back for another appointment.

- You are eligible to book your appointment more than one day in advance if you require extra effort to travel to the clinic, such as booking DARTS, arranging a ride, or living outside of Hamilton, discuss this with the doctor or nurse.
- This new system will not affect how you book an appointment with some members of your health care team, such as the dietitian or social worker.

## WHY WILL “OPEN ACCESS” BE BETTER FOR YOU?

- Easier to see your health care provider.
- Less wait time to see you health care provider.
- An appointment with the doctor or nurse on your team usually within 24 hours.
- You can even book your physical with open access.



## OUR CLINIC HOURS

- Regular clinic hours are 9:00am—5:00pm.
- Many doctors and nurses have appointments available from 5:00pm-8:00pm. Ask about this at your next visit.
- Remember, a doctor is on-call each evening, weekends and on holidays for urgent medical matters. Call the clinic to get in touch with the doctor on-call or arrange a visit to the weekend clinic.

## PLEASE CALL

**after 8:30am for an appointment**

**Team A: 905-521-5016**

**Team B: 905-521-5015**

**(see the back for your team)**