

Dear Patients

Due to the current COVID-19 pandemic, we have seen a surge in calls to our after hours service. Unfortunately, this has resulted in long wait times. In light of this, to improve your access, we are implementing a new way to deliver your after hours care.

As previously, clinics will be held

EVENINGS:

Monday to Thursday 5pm-8:30pm

WEEKENDS:

**Friday 5pm-8:30pm (OR Saturday 10am-1:30pm)
and Sunday 10am - 1:30pm**

HOLIDAYS:

Varies, call for details

You can now access the clinic directly by calling:

1-888-308-5228

On calling this number, you will be triaged and an appointment booked if appropriate. If you call this number outside of clinic hours, you will be directed to the Telephone Health Advisory Service for Nurse assistance.

This service is meant to address urgent issues and is not a replacement for routine appointments with your regular physician. As a rule, **no narcotics will be prescribed and COVID-19 testing is not available at this time.**

Thank you for your patience as we navigate this change.