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ANDERSON MEDICAL CENTRE

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Important Message from Dr. Charles Copeland

To patients who are registered with me as their family physician.

In an effort to improve patient care, I am part of a Family Health Organization. This group is made up of 10 physicians with whom I share an after-hours service for my patients who are unable to see me when my clinic is open.

What does this mean for you?

When I am not in the office, you can access care with the doctors from this group. There is always one doctor on call after hours during the week and on Saturdays. This group is set up to prevent you from going into a random walk in clinic. This new set up has been organized by the Government of Ontario. If you go outside of my Family Health Organization and to a walk in clinic outside of my group, you can no longer be rostered with me as your family physician. This is based on Ontario Government new rules and regulations. These rules were set in place by the government to ensure patients are cared for by one doctor or the group the doctor belongs to. Of course, hospital visits and visits to specialists do not apply.

With these new rules in place, you have my commitment to better serve you. I have hired more staff to ensure our phone lines are open 5 days a week from 9 to 5. I have reduced appointment wait times and am now renewing most prescriptions over the phone. However, if you need to see a doctor when our office is closed it is imperative you see a doctor from the Family Health Organization that I belong to. In order to access the doctor who is on call, please call 905-668-3987. Cut out the information below and keep it on your fridge or wallet for easy access.

Each month, the government will notify me if any patient receives care outside my practice or group of physicians. At this point, we will contact you to advise you that you will be deregistered from my family practice.

Thank you for your continued commitment to good health care.

Dr. Charles Copeland

Anderson Medical Centre 905 666 5412

For afterhours help, please call our
Family Health Organization at 905 668-3987.

A Doctor is on call Mondays to Thursdays from 5pm to 8pm
and Saturdays from 9am to 1pm.