



Dear Patient

*In August 2022, the government has implemented a new rule that all physicians in GMF clinics, are to display **only 30 days** of their schedule.*

Attached, we have created instructions and FAQ for our patients, on how the booking platform works.

***Please note that the secretaries have access to **the same availabilities** as shown to you.*

Thank you for your understanding and patience in this matter.

Clinique Sante Mont-Royal

Dear Patient,

Attached, you will find the FAQ regarding on how to book an appointment with your doctor at Sante Mont-Royal.

I, along with all my colleagues, have committed to offering 30% of my follow-up/semi-urgent appointments to be available within 72hrs.

Here is my regular schedule and when my 72-hour appointments are available online:

- Monday Appointment → Available as of Saturday 8am
- Tuesday Appointment → Available as of Sunday 8am
- Wednesday Appointment → Available as of Monday 8am

** If you wish to make an appointment by phone and there is only one in-person appointment available, make that appointment, then call or e-mail the clinic to have it changed to a phone appointment.

This change will only be available to patients who have been seen within the last 6 months.

Dr. Debra Heilpern

Frequently Asked Questions



If this is an emergency or you need immediate medical attention, please contact emergency services in your area.

1. Why can't I find any appointments?

All doctors' schedules will be available 30 days in advance and can be booked online or by phone.

On the 31st subsequent day, a new day of appointments will be displayed (**all pending upon your doctors' schedule, as they do not work every day of the week**).

Example:

- You will see → **September 1 – September 30.**
- **September 2** → The schedule will release **October 1.**
- **September 3** → The schedule will release **October 2**, etc.

❖ If there are **no appointments**, the following message will appear:

“There are currently no appointments available that meet your criteria. However, new availability may be posted during the day. Please try again later”

****Please check regularly as ALL our family physicians have committed 30% of there appointments to be available within 72hrs.**

2. Why can't I see or select a date beyond the next 30 days?

Appointment booking is currently limited, **by the government, to 30 days.**

3. If there are no appointments online, can I call to get an appointment?

You can always call the clinic, but unfortunately, they have access to the same schedule as you. There are no hidden appointments. Please check regularly as sometimes there are cancellations.

***Note:** We do not keep a cancellation list

Please be kind to the person who books appointments.

It is not their fault on the government booking limitations or if there are no availabilities at the time of your call.

Verbal aggression or abuse will not be tolerated.

4. What happens if I need to see someone urgently and my family doctor is not available?

If there are no appointments available with your family doctor and you have an acute medical issue, you will be shown availabilities with another healthcare professional in our urgent care clinic. As a registered GMF patient, have access to urgent care appointments 48 hours in advance, that gets release every evening at 8pm.

The Urgent Care Clinic will **NOT** review results ordered by your family doctor. Follow-up of your results requires an appointment with your doctor.

*** These appointments MUST be booked in your name. They cannot be booked in your name for someone else. If so, the appointment will be cancelled.**

5. What if I just need some information or guidance?

Alternatively, you can speak with or email your physician's team nurse.

*** Note:** Nurses do not give appointments unless directed by a physician.