

Patient update

Feb. 10, 2023

Dear patients,

We are writing to let you know about a change to our Family Health Team after-hours health care services. Starting Tuesday Feb. 14, after-hours phone health care services will be available through Health Connect Ontario's Telephone Health Advisory Services (THAS). When you call THAS, you will speak with a registered nurse who will assess your healthcare needs and give you care options. When we initially make this change, the nurse will be able to consult with our doctor on call if it is necessary.

Our regular clinic hours (Monday-Friday 9 a.m. – 5 p.m.) and urgent care clinics (Monday-Thursday evening, from 5 p.m. - 8 p.m. and Saturday and Sunday 9 a.m. - noon and 1 – 4 p.m.), will continue to run as usual. Please note that the last patient registration for all clinics is 30 mins prior to closing and phones are turned off at this time as well. For locations and specific hours of operation, please view our [website](#).

We recommend using the THAS service when you need health care advice during the following times:

Monday-Thursday: 7:30 p.m.- 9 a.m. the next day

Friday: 5 p.m. - 9 a.m. the next day

Saturday and Sunday: 3:30 pm – 9 a.m. the next day

This service is only for urgent health advice. It is not for booking appointments or prescription renewal requests.

To access this service during the times listed above, call Health Connect Ontario at **1-866-553-7205**. You can also call [your clinic](#), which will provide the option of connecting you directly to THAS. When you call this THAS you will be asked the name of your doctor and their office location. We encourage you to also say you are a patient of the St Michaels Family Health Team. This helps them inform us about any health advice they offer you.

We hope this communication has made it clear how you can access the health care you need when our clinics are closed.



Caring hearts. Leading minds.

Take care and be well,
SMAFHT Leadership