

Patient Update

April 16, 2025

Dear patients,

We are writing to share information about:

- Prescription refill process
- Easter Weekend clinic hours
- Our Winter Patient Experience Survey results

Prescription Refill Process

We wanted to remind all patients of our process for prescription renewals.

Remember that in most cases if your medication renewals are running out, it is a reminder that your Doctor or Nurse Practitioner (NP) wants to see you for an appointment. Please do your best to book an appointment with your doctor or NP at least one week before your medications run out to avoid delays.

It is important to check your medication supply regularly and make sure you have enough medication. Please make sure you have at least a 2 week supply of medication. Running out of your medications can be challenging for yourself and our teams.

If you will run out of medications before your next appointment with your doctor or NP:

- Call your pharmacy. They will send us a fax if you need a repeat prescription.
- Allow up to three business days for us to respond to your pharmacy.

To help make sure you do not run out of your medications, please remember to review your medication needs at each appointment. This may include bringing your medications to each appointment with your Doctor or Nurse Practitioner.

Easter Weekend Clinic Hours

Our **clinics will be closed on Friday April 18th for Good Friday**. If you require medical care, you can call our clinic phone number and follow the instructions to be connected with a nurse from Health Connect Ontario. They can provide medical support and direction over the phone, and connect with a doctor from our team if needed.

Our weekend Urgent Care Clinics will be open and run normally on April 19th and 20th.

On Monday April 21st, our clinics will be closed **for regular scheduled appointments**. There will be an Urgent Care Clinic on Monday, April 21st from 9- noon and 1-4 pm. at Wellesley – St. James Town Health Centre (95 Homewood Avenue, Phone: 416-864-3096). Phones and clinic doors will be open from 9-11:15 and 1-3:30 pm.

See our [website](#) for information on all evening and weekend urgent care clinics and after-hour's coverage.

Patient Experience Survey Results

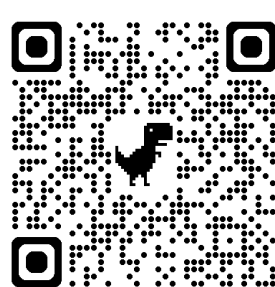
Twice a year we email our patients asking them to complete a survey. This survey helps us understand how you experience care from our teams. Based on these results, we can understand trends and make improvements. Below are some key results from our most recent survey. Thank you to all our patients who completed our winter survey. Our next patient survey will be sent out to people with a birthday between Nov-April in the next few weeks.

Take care and be well,
SMAFHT Leadership

PATIENT EXPERIENCE SURVEY

920 total patients completed the latest survey

The survey is conducted twice a year and we use the results to find ways to improve care and better serve our patients.



Previous survey results

WHAT WE LEARNED

71% of respondents know how a resident doctor differs from a family doctor

This question helped us understand the usefulness of the resources shared to explain the role



PATIENT-CENTERED CARE OUTCOMES

77% of patients always felt involved in **decision-making** about their care and treatment

71% of patients said that their doctor or nurse practitioner **spent enough time** with them

13% of respondents said they used **online appointment booking** to book their last appointment.

DID YOU KNOW?

You can book your appointments online.
Link to Online Appointment Booking:

<http://unityhealth.to/fhtbooking>



63% of our patients

Said they were able to get care from our clinics when they needed it urgently?

Here are ways you can access urgent care:

- Weekdays, 9 AM to 4:30 PM: Call our clinic if your concern is urgent. Our staff will help you speak with a Nurse or see a Resident Doctor or Nurse Practitioner.
- Weekdays, 5 PM to 7:30 PM, and weekends, 9 AM to 3:30 PM: Visit our urgent care clinic to be seen by a Resident Doctor, Nurse Practitioner, or a Doctor.
- When our clinics are closed: Call your clinic and follow the prompts to be directed to Health Connect Ontario or call 1-866-553-7205. A Nurse will call you back and help decide next steps with you.

