

Website Message/Open letter to patients:

Dear Stonechurch Patients,

It has been a marathon for our Stonechurch community over the past 2 years because of COVID-19. COVID-19 has led us to make a rapid series of changes to how we offer appointments over the past 2 years. Many of the changes we have made in the past 2 years have allowed us to continue to provide ongoing in person and virtual care during the pandemic; this has meant that our booking processes have had to change as well. As our clinic looks forward, we are actively re-imagining how we open up and provide access for you to your healthcare team. Our goal is to promote continuity for all of our patients by ensuring timely access to the right provider at the right time to best address your health care concerns.

What does this mean for our patients at Stonechurch? Starting January 3, 2022, when you call in for an appointment, please do not expect a same-day appointment. Our front staff will be following our new booking process that will prioritize same-day appointments for concerns requiring a clinician assessment within 24-48 hours. Other appointment requests will be prebooked at a later time with a member of your team, or the clinician of your choice; we will do our best to honour your request for a preferred appointment time.

We truly appreciate your understanding as we work to provide you with an appointment with your healthcare team. Change is always a challenge, but it challenges us to grow and continue to evolve to meet your healthcare needs. We understand these are difficult times, and we ask for your patience and courtesy as we are doing our best to help you. Thank you for helping to maintain a safe and respectful environment for everyone.

Thank you for working with us as we roll out this new booking process starting January 3, 2022 to create a positive experience for all patients and staff at Stonechurch Family Health Centre.

Best regards,
Stonechurch Family Health Centre