

What does being a “rostered” patient mean?

The Centre for Family Medicine is a Family Health Team. This model of care is a partnership with the Ministry of Health and Long-Term Care to improve the provision of health care services to you.

Enrolment in this program gives you access to treatment or telephone advice 24 hours a day, 7 days a week (through the Telephone Health Advisory Service at 1-866-553-7205). You will also have access, **free of charge**, to our inter-professional health care providers such as our dietitian, pharmacists, chiropodists, social workers, family and marriage therapists, and nurse practitioners. Enrolment also offers you access to our many specialty clinics such as our travel clinic, anticoagulation clinic, pain management clinic, heart function clinic and many more. All these services are only available to "rostered" patients. **If you become "de-rostered", you continue to be a patient at the Centre however you will no longer have access to these extra services.**

Note: If you are a "rostered" patient, we ask that you **do not use urgent care clinics** as this service is not approved by the Ministry. Also if you require the services of a specialist not available at the Centre please advise us so we can temporarily de-roster you while you are receiving care from outside this practice.

If you still have questions, please speak to your doctor.



FAMILY HEALTH TEAM