***Meadowlands Family Health Center***

*888 Meadowlands Drive East*

*Ottawa, ON, K2C 3R2*

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Welcome to Meadowlands Family Health Center!

**Important Information to know about the clinic:**

* **Clinic Hours**: Monday-Friday 8:00am-8:00pm *most of the time*, Saturday-Sunday-Holidays 10:00am-1:00pm

The phone is answered during those times **except between 12:00-1:00pm** Monday to Friday

* **Urgent Care Service**: It functions as a walk-in clinic for patients who are registered with a family doctor at MFHC. It should be used when you need to see a doctor on an urgent basis (i.e. because you are ill) and you cannot get to see your family doctor because she is either fully booked or not in the clinic that day. They are considered as same day appointments, you can come in at 8:00am and reserve anytime available during the day or call us after 10:00am and see if there is anything still available to be booked.

Our urgent care clinic hours are Monday to Friday 9:00am-8:00pm most days; Week-ends and most Holidays 10:00am-1:00pm.

We ask you not to use outside walk-in clinics if at all possible.

*Please Note: Evening and Week-end Urgent Care Clinics are only available for our Ontario patients who have signed the Patient Enrolment Form with their family doctor.*

* **After Hours Service**: For our patients who need advice or information after office hours, the Telephone Health Advisory Service nurse is available to answer your concerns: 1-866-553-7205; TTY: 1-866-250-3379 (*Available weekdays between 5:00pm and 9:00am and on week-ends, 24 hours*).

You can also call Ontario Telehealth: 1-866-797-0000; TTY: 1-866-797-0007 *(****Free Access to a Registered Nurse — 24 Hours a day, 7 days a Week)***

* **Website**: [www.mfhc.ca](http://www.mfhc.ca) (Urgent Care Clinics hours and other useful information are available on the website)
* **Therapy Clinic, Foot Care Clinic and Dietitian Services**: We also have a therapy clinic available onsite with the services of a massage therapist, athletic therapist, medical aesthetician and a registered dietitian. Their direct line is 613-288-1459.
* **Mental Health Services**: Counselling and Supportive Services are also available on site free of charge. You can contact our mental health nurse directly at 613-228-2882 ext 286 to book an appointment.
* **Value Added Package**: It is a yearly package offered by the clinic which covers different medical services usually charged to the patient. For more information ask our reception or visit our website.
* **Health Cards**: Always bring your valid health card with you when coming to see a physician or a nurse. If invalid or forgotten, a cash deposit of $25 will be taken and held for one month.
* **Prescription Renewals**: Can be arranged by having your pharmacy fax in a prescription renewal request to the office. You should have them send us a refill request 1 to 2 weeks before running out of your medications. Please allow one week for the doctor to renew your medication. You will be asked to come in for an appointment if you have not been seen recently or if an exam or blood work is required prior to your next renewal. Narcotics will not be renewed via fax. You will need to come and see your doctor.
* **Tests Results**: Test Results cannot be given by our front staff team. Please note that our receptionists are not nurses. They have no medical training and cannot assist you with your health concerns. The physician who ordered your test will review your results as soon as they receive them .If there is anything that needs to be followed-up, the clinic will get in contact with you. However if you have concerns, you are welcome to book an appointment with your family doctor. But no results will be given to patients by phone.
* **Missed Appointment Policy**: We ask that you call to cancel your appointment at least 24 hours prior if you know you will not be able to attend. If you do not show up for a booked appointment without cancelling on time, you will be billed (43$ for regular appointments, 68$ for complete physicals). This office does not provide reminder calls.
* **Late Policy**: If you arrive late for your appointment; your physician will be informed. It will be up to him/her to decide if they are still able to see you. Many of them will ask you to reschedule your appointment if more than 5 minutes late.
* **Ensure to arrive 15**-**20** minutes prior to your appointment if you have a **physical**, **prenatal or child check-up appointment** booked with your family doctor.