

Telephone Consultation Service

This brochure contains an explanation of our Telephone Consultation Service. For additional information, please do not hesitate to speak to your physician or our office Manager.

What is the Consultation Service?

The Children's Care Clinic Telephone Consultation Service is a supplementary health care service providing you with telephone access to your physician. The service is available during business hours to answer questions you may have about your children and their health. Patients must be enrolled in the program to have telephone access to their doctor.

How would this service be of benefit to my child and me?

Access to your physician should be primarily through office visits. However some health related issues can be managed over the phone. If your child has a chronic illness or condition, such as asthma or ADHD, some aspects of care can be managed over the phone. As well, parents of newborn infants often have many questions relating to basic childcare that can be answered as easily by phone as in person.

How does the service work?

If you require medical information, you would call the reception as you currently do. All phone calls will be taken by the receptionist and given to your physician. Your doctor will answer all phone calls on a priority basis. I.e. urgent calls dealing with problems such as difficulty breathing, trauma, allergic reactions, etc. will be responded to first. All other calls will be answered according to the order in which they are received.

When is the service available?

The service is available:

Monday – Friday
09:00-12:00 and 13:00-17:00

Every attempt will be made to calls answer phone calls within 4 hours of receipt. If your doctor is out of the office for the day, the doctor on call will answer it. At your request, non- urgent calls answered by the doctor on call can be left for your physician to answer upon his/her return. Phone messages cannot be taken outside the times listed above. Phone advice is not available on evenings and weekends.

How much does this cost? How may I pay?

The cost of the service is \$60 per family for a period of one calendar year. Payment may be made at the office by cash, cheque, Interac, Visa or MasterCard. Payment may be made by phone with Visa or MasterCard. The consultation service payment is non-refundable.

Patients may be exempt from the annual fee for reasons of financial difficulty (social assistance, EI) or on a compassionate need basis. Please speak to your doctor if you feel you qualify.

What are the limitations of this service?

This service is not a replacement for the care you receive at the office. As well, it is often difficult for your physician to assist you in deciding if an office visit is necessary. If you feel your child may be sick enough to warrant medical attention, you should book an appointment instead of requesting telephone advice. If you have left a message for your physician, and your child's condition worsens before the message is answered, it is your responsibility to seek appropriate medical care, either at our office or at the emergency room.

What if I do not sign up for the program?

If you have not enrolled in the program, the receptionists have been instructed not to take a message for your doctor. You will be required to book an appointment to discuss any health-related questions. Basic information is still available through INFO-SANTÉ. You will still receive the same excellent quality care from your physician.