

For your information - **ADVANCED ACCESS**

Kingsbury Family Medical Centre will be using “**Advanced Access**” for booking appointments in our new location with the hope of improving your access to your physician.

With an “Advanced Access” system, you simply call near the date you would like your appointment. We will schedule you with your physician **within 3 working days** of your call - often on the very same day. This means most appointments will no longer be booked weeks or months ahead of time. In other words, most appointments will be kept “open” for immediate access instead of being filled weeks in advance.

Any appointment – for example – a regular follow-up, a medication refill, or a yearly physical will be arranged for a time within 3 days of your call.

For your convenience, we also hope to have access to online appointment booking on our website in the near future.

As many of you know, all of the physicians with Kingsbury Family Medical Centre do hospital work at Seven Oaks Hospital so at times they may be working but not in clinic seeing patients. At all times, we will do our very best to accommodate your request for appointments either with your own physician or a “Same Day” provider. Some exceptions to the standard 3 day booking process will be made under certain circumstances.

We are hopeful this new system will help us improve your access to health care.

Please know that we welcome and appreciate your feedback throughout this transition.