

# ADVANCED ACCESS SCHEDULING

(out-patient initiative)

Starting May 29, 2017

**These changes are to provide you with better access to services.  
Bookings will be open 2 to 4 weeks at a time as per your physician.**

Kwe,

Advanced Access Scheduling allows clients to be seen by their physician when they have an active health problem within a short and reasonable time delay based on need by not crowding the appointment book with “pre-booked” appointments taken months in advance. **The purpose is to see you when you need to be seen:**

- For an acute health problem;
- When your periodic health exam is due;
- Follow-up for Well Baby Care, CSST, chronic illness, diabetes, and hypertension not well controlled...

In the old model, you had to call well in advance (often 3 months and longer for regular checkups).

Now, with Advanced Access, you need to call only at the time when an appointment is actually needed. Depending on the urgency of the problem you might be seen the same day, within a couple of days, but at most within a 2 week period. Obviously the delay may be a little longer after/during vacation, holidays or flu season. Evening and Saturday clinics can fill in at these times.

For this system to work we will need your collaboration:

- When your problem requires a consultation: in what time frame? If it is a new problem, and you aren't sure if it is important to be seen right away or if it can wait a few days, consider calling Info Santé at 811 for immediate advice from a nurse.
- When you call KMHC, the **front desk will ask some questions** to orient you to the most appropriate resource e.g. Clinic nurse, diabetes nurse, evening or Saturday clinics if same day appointments are filled, otherwise they will give you an appointment with-in a 1 to 14 day period (for Drs. Eniojukan, Golberg, Jones) or 1 to 28 days (for Drs. Bruemmer, Quach, Wojcik, Fuller).
- Clients with chronic but stable conditions (like controlled blood pressure or diabetes) can often be seen annually and those with multiple chronic conditions 2

to 3 times a year with the knowledge that if they are acutely ill they will now be able to get a rapid appt.

- For the periodic health exam for otherwise healthy individuals these can now be scheduled every 2 years. These appointments can be made when due rather than try to book something very far in advance. Prescriptions will be adjusted.
- Gynecological exams with pap tests can be done every\* three years unless you were given additional instructions to have a Pap test more frequently based on individual history (for example if you had abnormal results in the past). Again, call only within a week or two of needing the appointment rather than trying to book in advance.
- Clients with mental health issues on medication will be seen as needed then annually once stable.
- When coming in for your appointments: be sure to bring a copy of your medications, home blood pressure readings and or home blood glucose readings if appropriate to your health conditions.

For more details see our web site at [www.kmhc.ca](http://www.kmhc.ca).

\*US and Canadian Task Forces on Preventive Care recommend q3 years