



CFDC PARLIAMENT
AFTER - HOURS POLICY/PROCEDURE

ISSUE DATE: MARCH 14, 2022

Dear Patients,

Your CFDC Parliament Team would like to inform you of our after-hours service and its current protocol and procedure. CFDC Parliament is a registered FHO (family health organization) clinic and not a typical walk-in clinic. As such, only patients registered with one of our practitioners may access our after-hours service. As a registered FHO patient it is highly recommended that you utilize and get your primary health care from your primary physician or if he/she is not available, another physician in the family health organization. Patients are advised to avoid walk-in clinics as your health records from walk-in clinics are not easily accessible by your primary FHO physician.

Our after-hours service is only available to patients that have urgent concerns i.e. possible infections, respiratory concerns, etc.

After-Hours Service Operation:

- Monday - Friday: 5:00pm - 8:00pm
- Saturday: 10:00am - 1:00pm

Access our After-Hours Service:

By Phone:

Please call 416-926-1006 and LEAVE A VOICEMAIL with your FULL NAME, DATE OF BIRTH, HEALTH CARD NUMBER AND THE REASON FOR YOUR AFTER-HOURS APPOINTMENT. Please be advised that our voicemail are not monitored in case of medical emergencies. **If you have a medical emergency please call 911 or proceed to the nearest emergency medical center.** DO NOT wait for the clinic teams response.

By Email:

Please email info@cfclinic.com and include your FULL NAME, DATE OF BIRTH, HEALTH CARD NUMBER AND THE REASON FOR YOUR AFTER-HOURS APPOINTMENT. Please be advised that our emails are not monitored in case of medical emergencies. **If you have a medical emergency please call 911 or proceed to the nearest emergency medical center.** DO NOT wait for the clinic teams response.

Please be advised that our staff have the right to refuse patients access to our after-hours service should it be determined that the provided reason is NOT considered urgent and can wait until the next business day. We apologize for any inconvenience this may occur but this allows the clinic to respond to urgent after-hours requests as soon as possible. Your cooperation is truly appreciated!