

GMF d'Aylmer
Centre médical Vieux Aylmer

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www.gmfaylmer.com

Welcome to the « Centre medical Vieux-Aylmer », part of the « Groupe de médecine familiale (GMF) d'Aylmer », which regroups doctors and nurses on three different sites (visit our website for more details).

You will find enclosed information pertaining to the clinique's policies and services.

OFFICE HOURS

Monday to Friday : 8:00am-12pm and 1-4pm

Urgent services schedule

Monday to Friday : 3-8pm
Saturday, Sunday and holidays : 8am-12pm
365 days per year

POLICIES

Appointment scheduling

- Specific information about the patient's concern(s) are required for appropriate scheduling. Patient confidentiality is assured.
- If you believe that your concerns will require more time with the doctor, it is important for you to inform our receptionist so an extended appointment can be booked.
- You can now book most of your appointments online via our website

Missed appointments and late comers

- All appointments are confirmed by phone or e-mail.
- We reserve the right to fit in or rebook patients who are late for appointments.
- 24 to 48 hours' cancellation notice required, or patient could be charged for missed visit.

Tests results

- Our receptionists cannot give test results over the phone without a health care professional's approbation.
- All test results are reviewed by the doctor or nurse practitioner. Patients will be called for a follow-up visit if laboratory or diagnostic tests are abnormal.

Prescription renewal

- We highly recommend calling for an appointment many weeks before your prescription renewal runs out.

- If you cannot wait until your next appointment, please ask your pharmacist to extend your prescription and/or to send a renewal request to your doctor.

SERVICES

Blood tests WITHOUT appointment – Offered by Dynacare (applicable fee)

- Patients may show Monday to Friday between 7:00 am and 12:00 pm without appointment.
- Fees vary depending on blood test requested

GMF clinician nurse services

- Vaccination of children and adults (routine and some travel vaccine, fees may apply).
- Injections (B12, depo-Provera and others)
- Ear wax cleaning and dressing changes
- Information and education (diabetes, hypertension, diet and nutrition, newborn, geriatrics).
- First pregnancy visit

Uninsured services

- Many services are not covered by the provincial insurance plan (ex. RAMQ).
- Patients may be charged appropriate fees for these services and the list and associated fees are posted in the clinic (fees are subject to change).

Urgent services – Same-day appointment with your doctor or one of his or her colleague (Monday to Friday)

- Go to www.gmfaylmer.com

GMF urgent services – Same-day appointment when your doctor is not available

Procedure Monday to Friday :

- 1) Call Info-Santé at 811 and follow their advice.
- 2) If Info-Santé cannot solve your problem, call the GMF after 3pm at 819-682-6642 for a same-day appointment between 4pm and 8 pm. We will tell you where to go.

Procedure Saturday, Sunday and holidays :

- 1) Call Info-Santé at 811 and follow their advice.
- 2) If Info-Santé cannot solve your problem, call the GMF after 9am at 819-682-6642 for a same-day appointment between 8am and 12 pm. We will tell you where to go.

*Patients must be comfortable with receiving all of their urgent comprehensive care by the trusted associate male or female when their regular physician is not available.