

HOW DO I GET AN APPOINTMENT?

When you call the clinics for an appointment, if it is urgent, our goal is to offer you a same day appointment with a Doctor or NP on your team or an appointment in the evening same day clinic.

If it is non-urgent you will be offered a next available appointment with your Family Doctor. If you would like to be seen sooner you will be offered to be placed on the cancellation list. You can request to be placed on the cancellation list for your own doctor or for any doctor or NP in your team.

HOW DO I PREPARE FOR AN APPOINTMENT?

Please make sure to bring your health care card and identification with you to the clinic. Please arrive a few minutes early to check in and update any new contact information. If you have forms for the doctor or NP, please make sure your portion is filled out and signed. If you are a new patient, please bring a list of your medications. If you are unable to keep your appointment please call to cancel so that another patient can be offered that time.



For more information please go to

www.yhssa.org

Other languages? Autres langues? 873-7425

February 2015

Clinic Hours

Yellowknife Primary Care Centre

*YK Centre East
4915-48th Street
Yellowknife, NT
Phone: 1-867-920-7777*

Monday — 8:05am — 8:30pm
Tuesday — 8:05am — 8:30pm
Wednesday — 8:05am — 4:30pm
Thursday — 8:05am — 4:30pm
Friday — 8:05am — 4:30pm
Saturday — 10:15am — 2:30pm
Closed Sundays and Statutory Holidays
Saturdays — Phone lines open at 8:30am
Doors open at 10:00am

Frame Lake Community Health Clinic

*312 Old Airport Road
Yellowknife, NT
Phone: 1-867-873-3512*

Monday — 8:05am — 4:30pm
Tuesday — 8:05am — 4:30pm
Wednesday — 8:05am — 8:30pm
Thursday — 8:05am — 8:30pm
Friday — 8:05am — 4:30pm
Closed Saturdays, Sundays and
Statutory Holidays

At both clinics — Phone lines are open at 8:15am
Doors are opened at 8:05am — Monday to Friday



YELLOWKNIFE
Health and Social Services Authority
Serving Dettah, Fort Resolution, Lutsel K'e, Ndilo and Yellowknife

**Clinic
Team-Based
Care**



**YHSSA has moved to
Team-Based Care at its
Clinics!**

Team-Based Care

WHO IS PART OF THE TEAM?

You.

You are an important member and active participant in your health care team.

Clinic Assistant (CA)

This is the first person you talk to when you call or visit the clinic. They will make your appointment or get your message to your doctor or staff. Understanding the reason for your appointment helps the CA book the appropriate appointment length.

Licensed Practical Nurse (LPN)

When you come for an appointment, this is the person that will bring you from the waiting room to the exam room. The LPN will ask you the purpose of your visit. They may take your blood pressure, weight, height, urine test or other vital signs. They can also give injections, change dressings, and remove sutures.

Nurse Practitioner (NP)

This is one of the practitioners that you may be booked to see. The NP is an advanced practice registered nurse that is trained to make diagnoses, provide treatment, prescribe most medications and order lab tests and X-Rays. The NP often provides preventative care such as pap tests and prenatal service.

Family Doctor

This is the other type of health care practitioner you might see. You will be booked to see your Family Doctor but if they are not available you may see another doctor or an NP on your team. Your Family Doctor is the person who knows you the best and coordinates your medical care.

WHAT IS A HEALTH CARE TEAM

A team is made up of Clinic Assistants, Licensed Practical Nurses, Nurse Practitioners and Doctors.

Your health care team represents your “Medical Home”, your central “hub” or home base for your health care and information.

WHY ARE THERE TEAMS?

Teams were created in order to create a “Medical Home” and deliver more continuity of care. Even if your doctor is not available there are always members of the team on site helping you with your needs. They also will communicate with your family doctor so that they can continue to coordinate your care.

WHAT HAS CHANGED IF I ALREADY HAVE A FAMILY DOCTOR?

Nothing has changed.

Your Family Doctor will continue to be your family doctor. If your Family Doctor is not available, you will be offered an appointment with someone else in the team or to be placed on the cancellation list.

WHY DO I WANT A FAMILY DOCTOR?

A Family Doctor is someone who knows your medical history, who can coordinate your medical care, and provide you with a central point of contact for your concerns about your health. Family Doctors will often provide care to many or all members of a family.

HOW DO I GET A FAMILY DOCTOR?

Call either clinic and ask for a Family Doctor.

The Clinic Assistant will book you a new patient appointment with a Family Doctor. Once you meet this doctor, and you mutually agree that they should be your Family Doctor, they will be identified on your chart as your Family Doctor. They will discuss with you how often you need to come to the clinic and who you should see depending on your medical history and concerns. If you see the Nurse Practitioner most often, this person can be identified on your chart as your secondary provider.

SAME DAY APPOINTMENTS

We offer a variety of Same Day appointments in our clinics.

Same Day appointments are in place for acute illnesses and are available on a first call-in basis. Same Day appointments are not for routine physical examinations, pap tests, wart treatments, follow ups, narcotic medication refills, injections or completing forms.

WHAT IF I NEED A PRESCRIPTION REFILLED?

If you need a refill before your next appointment, call your pharmacy and have them fax your Doctor or NP a request for a refill.

Your family doctor or NP will review the request and decide if you need to be seen.