



New Vision  
Family Health Team

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## Important Update from New Vision FHT August 23, 2021

Dear Patient,

Please read the below in its entirety.

### **Covid Update:**

With the start of school just a few weeks away, the minds of parents, guardians, and youth are turning to the upcoming school year. We recognize how challenging the last school year was for children and families, and we want to thank you for your efforts to reduce the spread of COVID-19.

If you have children age 12 and over who haven't yet had their first or second dose of the COVID-19 vaccine, please visit <https://www.regionofwaterloo.ca/en/health-and-wellness/covid-19-vaccination-pre-registration.aspx> for more information. The vaccine is safe and effective.

*Effective **September 7th**, we will be making the following changes:*

### **Hours of Operation:**

The phones will be answered Monday to Friday from 8:30 a.m. to 5:00 p.m. The phones will no longer be turned off from 12:30 to 1:30 p.m. The doors will be open from 8:30 a.m. to 8:00 p.m. Monday to Thursday and from 8:30 a.m. to 5:00 p.m. on Friday.

### **After-hours Care (on-call clinic):**

All after-hours care will be *in-person* appointments effective September 7th. Evening and weekend after-hours care will still require appointments. Phones will be answered on Saturdays, Sundays, and statutory holidays (for urgent matters only) from 8:30 a.m. to 11:30 a.m. Physicians will see patients in-person from 9:00 a.m. to 12:00 p.m. Please visit our website at <https://www.newvisionhealth.ca/> for more information.

### **Appointments:**

We will no longer be making covid screening phone calls or emails prior to patients being seen in office. Upon entry to the clinic, there will be signage instructing patients to answer the screening questions with direction to identify themselves to the front staff if they have answered "yes" to any of the questions. Please know that if you do answer "yes" you will not be turned away or refused care.

We will be re-introducing our self check-in kiosks and encourage you to use this service.

### **Telephones:**

We are aware of your frustration and difficulties in reaching us by telephone. We have made significant changes to improve our service and accessibility.

- We have increased the number of lines available.
- We are hiring additional staff to support incoming calls.
- All physicians will have online appointment booking availability. However, it will continue to only be phone appointments.
- We will also be introducing a queue call-back feature (also known as automated call-back) that allows callers to save their place in the queue and receive a call back when a staff member becomes available.

Please be kind to our staff. Our team is working diligently to continue

to provide excellent care to our patients.

Please continue to visit our website at <https://www.newvisionhealth.ca/>  
for more information. Stay well!

Sincerely,

New Vision Family Health Team

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