



Important Update (November 19, 2020)

Dear Patients,

Thank you for continuing to work with us during these unprecedented times. We are committed to keeping our community safe and healthy to the best of our abilities.

The challenge we face this winter is the flu season. We received notice from Public Health that we will be receiving **a limited supply of flu vaccine** going forward each week. In order to have enough supply to give to patients who are already booked for flu shot appointments, we are no longer accepting further bookings at this time. We have attempted to contact as many people on our flu shot waiting list as possible, but if you have put your name on the list and have not been contacted, we recommend you contact your local Pharmacy. If we do receive more supply in the future, we will begin contacting those currently on the waiting list. We apologize for the inconvenience but please know we are doing our absolute best to secure vaccines for our patients.

At this time we would like to share with you some of the changes we are making to ensure your best health throughout the winter season and beyond.

Our clinic remains open for necessary in-person care, however as we go through the winter, we may need to modify and/or decrease some of our services to ensure patient and staff safety.

It is extremely important that you do not come to the clinic without an appointment - ***please call first!***

After careful review and feedback from our patients, we have decided to eliminate the nurse triage line. Effective November 30th, all calls will be streamlined into our mainline and attended to by both administrative and nursing staff. This is in an effort to improve some inefficiency and decrease the lengthy wait times on our telephones.

Now is the time for all of us to do our part to “flatten the curve” before the pandemic overwhelms our healthcare system. Please do your part to curb the spread of COVID-19. Please do what you can to avoid contact with people outside of your immediate family as much as possible.

We thank you for your continued patience. Please continue to visit our website at www.newvisionhealth.ca for further information and resources.

Sincerely,

New Vision Family Health Team
