



We are happy to inform you that Dr. Zaki is now part of the Bradford FHO.

The enrolled family practice patients are automatically rostered to the new group.

Here's what it means to you:

Dr. Zaki will continue to see you during regular business hours, through in-person and virtual appointments for your urgent and non-urgent needs.

Same day appts. are available for your urgent needs such as high fever, acute conditions such as injury, vomiting/diarrhea, abdominal pain, UTI, sore throat, earache etc.

We may also provide certain services such as medication renewal/ordering tests/referrals without you having to book an appt.

The Bradford FHO doctors will provide **extended after-hours services** Monday to Friday and on Saturdays as follows:

- Mon: 5 pm-8 pm: Dr. R. Dheda: The Family Doctors (next to the Rexall Pharmacy)  
461 Holand Street West, Bradford, ON. Tel: 905-775-5327
- Tue: 5 pm to 8 pm: Dr. S. Aryan: Bradford Central Walk-in Clinic (opposite Dollarama)  
107 Holland Street East, Bradford, ON. Tel: 905-551-3040
- Wed: 5 pm to 8 pm: Dr. S. Zaki: Holland West Medical  
54 B, Holand Street W, Bradford, ON. Tel: 905-551-7666
- Thu: 5 pm to 8 pm: Dr. K. Enriquez: The Family Doctors (next to the Rexall Pharmacy)  
461 Holand Street West, Bradford, ON. Tel: 905-775-5327
- Sat: 9 am to 12 pm: Dr. S. Aryan: Bradford Central Walk-in Clinic (opposite Dollarama)
- Sat: 10 am to 1 pm: Dr. S. Zaki: Holland West Medical

Please contact the after-hours clinic *only* if you have an urgent need for which you cannot wait to see your own family physician on the next business day.

Should you not want to be part of this setup/make the commitment, you can contact our office to cancel your enrolment at any time or to join another Primary Care group or family doctor at your discretion.

# Patient Enrolment and Consent to Release Personal Health Information

## Patient Commitment

I agree to contact my family doctor, (or if applicable the group to which my family doctor belongs or the designated Telephone Health Advisory Service if available to me), when I, or my enrolled child(ren) or dependent adult(s), need primary care medical advice or treatment. I promise to do this unless there is an emergency or I am travelling away from home.

I agree that if I or the person(s) I have signed for move, I will contact my family doctor's office or the ministry (see box below) with a new address and telephone number.

I understand that I can end my enrolment with this family doctor and enrol with another family doctor after six weeks have passed from the date that I complete and sign this form (immediately if I have moved). However, I agree not to change the doctor with whom I am enrolled more than twice a year.

I understand that by enrolling a child under 16 or a dependent adult, my signature on the front of this form means that I agree to these terms and conditions on behalf of that person. When an enrolled child reaches 16 years of age, the ministry will contact him or her to confirm enrolment/consent with the family doctor.

## Consent to Release Personal Health Information

I understand that my family doctor will be able to offer better medical care if I permit my family doctor and the ministry to share appropriate and relevant information relating to my health.

I agree to allow my family doctor, other family doctors in the Patient Enrolment Model (if applicable) and the ministry to exchange the information in this form related to my enrolment.

I agree that my family doctor and the ministry can exchange information about my name, address and telephone number.

I agree to allow the ministry to release the following specific information to my family doctor:

- dates of immunizations (flu shots, etc.)
- dates of preventive care screening services (pap tests, mammograms, etc.)
- dates of service, fees paid and fee codes of primary health care services provided to me by a family doctor outside my family doctor's Patient Enrolment Model (if applicable).

If the Telephone Health Advisory Service is available to me, I agree to allow my family doctor and the ministry to exchange only the following information with the designated Telephone Health Advisory Service: my name, health number and version code, address, date of birth, gender.

I understand that this consent to release personal health information ends when:

- My enrolment with my family doctor ends or
- I cancel my consent by writing or telephoning the Ministry of Health and Long-Term Care (see box below).

The ministry will inform my family doctor when the consent is no longer valid. However, I understand that the information already released to my family doctor will remain in my medical file.

## Cancellation Conditions

Enrolment with my family doctor and my consent to release personal health information will end when:

- a) I cancel my enrolment by writing my family doctor or by writing or telephoning the ministry (*see box below*);
- b) I no longer qualify for health care services under the *Health Insurance Act (Ontario)*;
- c) the Patient Enrolment Model to which my doctor belongs no longer exists;
- d) my family doctor chooses to discontinue acting as my family doctor in accordance with the College of Physicians and Surgeons of Ontario guidelines;
- e) I enrol with another family doctor; or
- f) the ministry grants me an extended absence.

My enrolment with my family doctor and my consent to release personal health information may end when:

- a) I consistently fail to meet the obligations to which I agreed in the Patient Commitment (*above*);
- b) my family doctor leaves this Patient Enrolment Model;
- c) I become a resident of a long-term care facility;
- d) I am imprisoned in a provincial or federal correctional institution; or
- e) I move outside the geographic area where the Patient Enrolment Model to which my family doctor belongs regularly provides services.

### Contact Information:

Ministry of Health and Long-Term Care  
P.O. Box 48, Station Main  
Kingston ON K7L 9Z9  
Call: INFOline 1 888 218-9929  
TTY 1 800 387-5559

**(Cette formule est aussi disponible en format bilingue. Pour recevoir une copie, composez : 1 888 218-9929)**

## Questions and Answers

**Q1. When I enrol with my family physician in a Primary Health Care Group may I still see specialists or other health care providers?**

**A1.** As an enrolled patient you commit to seeing your Primary Health Care Group physician first. As coordinator of your health care, he or she will be able to refer you to a specialist or another health care provider in keeping with your needs.

**Q2. How confidential is my medical information?**

**A2.** Your physician is required to respect the confidentiality of your health information, as are the other health professionals in your Primary Health Care Group who care for you. Your physician decides if there's a need to share your personal health information with other health professionals involved in your care. If your records are shared through computer systems, it will be done under the strictest conditions of confidentiality that meet or exceed approved privacy standards and regulations.

**Q3. Can I go to emergency if my child is sick in the middle of the night?**

**A3.** Of course you can. If you think it's an emergency, don't hesitate to go. If you're not sure, simply take advantage of your group's after-hours Telephone Health Advisory Service. A registered nurse will provide you with advice about what to do. And you can be sure that in the morning, with your permission, your physician will have a record of your call and the advice you received.

**Q4. I like my physician and want to continue to see him or her. Do I have to join my physician's Primary Health Care Group?**

**A4.** No. The choice is yours. You can continue to use the services your physician offers without joining. But be sure to talk to your physician about your reasons for not enrolling. He or she can tell you more about the advantages of enrolling.

**Q5. What type of information am I agreeing to share?**

**A5.** By consenting to the limited release of personal health information, you are allowing the Ontario Ministry of Health and Long-Term Care to release, to your Primary Health Care Group physician, the dates of immunizations, mammograms, cervical and colorectal cancer screenings and the dates and types of other primary health care services that you have received from other family physicians other than your family doctor.

Also, you are allowing the ministry – on behalf of your family physician – to give the Telephone Health Advisory Service (THAS) your name, address, date of birth and Health Number. This will help the THAS nurse identify and check that you are an enrolled patient, and, with your permission, send a report about your call to your family physician.



**Q6. Can I register my children as well?**

**A6.** To enrol your children under 16 years of age, simply complete the appropriate sections of the *Patient Enrolment and Consent to Release Personal Health Information Form* on their behalf. Young people 16 years and over need to sign the form themselves. Once an enrolled patient turns 16 the patient remains enrolled and his/her consent is cancelled until the 16 year old provides his/her consent.

**Q7. I have a Power of Attorney for Personal Care for my father. Can I register him with his physician?**

**A7.** Yes. Just sign the form and check the "Attorney for Personal Care" box in Section 2. Please make sure you have the Power of Attorney for Personal Care document available, in case we contact you for a copy.

**Q8. What happens if I want to change physicians or cancel my enrolment with my physician?**

**A8.** You are free to change the physician you are enrolled with up to twice a year. If you enrol with a new physician your previous enrolment is automatically cancelled.

**Q9. As an enrolled patient can I still get a second opinion?**

**A9.** The advantage of being a Primary Health Care Group is that your personal family physician will often be able to refer you to another physician or health practitioner in the group. You can always choose to get a second opinion. You can ask your physician to recommend another physician for a second opinion or you can make your own choice.

**Q10. As an enrolled patient what happens if I see another family physician?**

**A10.** Should you wish a second opinion, your family physician can refer you to another physician.

If, however, you are seeing another general practitioner or family physician on a regular basis, the physician with whom you have enrolled can remove you from his or her Primary Health Care Group roster of patients. The physician may also continue to see you on the same basis as before you enrolled.

If you do want to cancel your enrolment or consent, you can call the Ministry of Health and Long-Term Care patient information line at 1-888-218-9929. You should also let your family physician know.

**For other questions about enrolling with your family physician or about the *Patient Enrolment and Consent to Release Personal Health Information Form* please call the patient information line at 1-888-218-9929. TTY 1-800-387-5559.**