



CACHET MEDICAL CENTRE

A Message to all our Enrolled FHO Patients

What is a Family Health Organization (FHO)?

As you may know, the Ontario government is encouraging family doctors to work together to provide improved access to your family doctor by forming FHO groups.

A FHO consists of a group of doctors who provide comprehensive primary health care services to their patients with a focus on illness prevention. FHOs provide care during regular and extended office hours.

For FHOs to be effective, enrolled patients must commit to receiving their primary health care from their primary care doctor or if he/she is not available, from another doctor within the FHO during the after- hours clinics.

As a patient in my family practice and the Cachet 9255 Family Health Organization (FHO), I am paid to provide you with comprehensive care. I am writing to ask that you call our office first when seeking same day urgent care. Why? Because patients who receive continuity in their health care, have better outcomes.

I am asking you to avoid seeing family physicians outside of this clinic, i.e., neighborhood walk-in or virtual clinics.

Why?

- The physician you will be seeing in person or virtually has no knowledge of your medical history, and this can impact the quality of care you receive.
- As your family physician, I will not receive any information about your appointment from the walk-in/virtual physician.
- The walk-in/virtual clinic physician deals only with the very specific symptom you present with. he/she cannot understand that symptom in the context of your medical history.
- I will be penalized financially when you see another physician (except emergency departments) outside of this group.

If I am not available to see you same day due to my absence, you will be seen at our After-Hours clinic by one of my 7 colleagues Monday to Thursday between 5pm-7pm and on Saturdays from 9am-12PM for urgent care only and I will have access to your medical records. This enables me to keep abreast of your health needs and concerns, providing continuity of care, which is an essential component for your health care.

My regular day schedule can be viewed on our website at www.cachetmedical.ca or you may call 905-887-2222 and speak with the receptionist. You may also send an email to appt@cachetmedical.ca to book your appointment.

I look forward to your full cooperation to ensure that your medical needs are adequately met.

Sincerely,

Your Primary Care Physician