

Dear Patient,

We're excited to share a few updates from your Family Health Team. We're continuing to make changes to our clinics, services and communication so we can better support the health and well-being of our community.

Rockwood Renovations are Coming

We are excited to be making improvements to our Rockwood site. These improvements will add new clinical rooms, giving our team more space to provide care and expand services for our community. We appreciate your patience while this work gets underway.

Impact: We are planning for construction to start in Fall 2026 and anticipate the project to take approximately 12 weeks. During this time we may have to reduce our hours in the clinic or temporarily move services to our Erin location.

Helping Us Help You

EWFHT is launching a small pilot to help us better understand the patients and communities we serve. As part of this pilot, patients from a selected physician's patient panel may receive an invitation in the coming weeks to complete a short 2–3 minute survey.

The survey asks about social and demographic factors that can affect health and access to care. The information will help us better understand our patient population, identify potential gaps, and plan programs and services that better reflect the needs of our community.

Participation is voluntary; **responses are anonymous and will not be linked to your medical record**, and patients may choose "Prefer not to answer" for any question.

Acute Clinics

Based on your feedback, we have been working hard to improve timely access for acute issues. Do you need to be seen for something that can't wait? Our Acute Clinics are available most days for patients who have a new or urgent health concern that needs timely attention. It is our priority to ensure you get the right care at the right time and the right place.

Did you know? You can now book appointments for acute issues online. Online booking has been available for quite some time; however, we have expanded access to book a same day acute issue. Visit our website for more information.

Online booking for same day opens at 7am, pending appointment availability:

- **FIRST:** check to see if there is availability with your Family Doctor
- **THEN:** if no availability, check the acute clinic schedule if there is a spot open
- **FINALLY:** if nothing shows available online, call the office and our team will help you get the care you need.

Secure Messaging to the clinic

To help ensure timely and safe patient care, our secure messaging service is now limited to **non-clinical administrative requests**.

Examples of appropriate messages include:

- Appointment or scheduling questions
- Forms and paperwork
- Insurance or administrative requests
- Requests for copies of medical records

Please **do not** use secure messaging for:

- New or worsening medical symptoms
- Requests for diagnosis or treatment
- Medication advice or urgent prescription requests
- Time-sensitive or urgent concerns

If you require medical advice or assessment, please contact the clinic by telephone to arrange the most appropriate care. Secure messages are **not monitored regularly** and should **never** be used for emergencies. If you have a medical emergency, call 911 or go to the nearest emergency department.

Staying Connected – We're on Social Media!

We are now on Facebook and Instagram. Follow us to stay up to date on important health information, program offerings, clinic updates, seasonal health reminders and other news.



East Wellington Family Health Team



East Wellington FHT

Our website is getting an upgrade!

We are working behind the scenes to make our website easier to use. Our goal is to make it simpler for you to find what you need – whether you're looking to book an appointment, register for a workshop or find other information that can help you in your healthcare journey.

Keep an eye on the website as we continue to make improvements!

Thank you for trusting us with your care.

East Wellington Family Health Team

Rockwood: 519-856-4611 | Erin: 519-833-9396 | ewfht.ca