



September 2023

Greetings from Health Care on Yates!

You are receiving this letter because you are a patient of Devlin McDermitt and we understand you will be joining our clinic for your primary health care. When you are officially attached, you will receive a longer welcome letter, but we wanted to give you some information quickly to make the transition easier.

First of all, we are happy you will be joining us. We opened our doors three years ago and have been honored to provide longitudinal primary care to almost 5,000 patients to date. More information can be found at [www.healthcareonyates.ca](http://www.healthcareonyates.ca).

Next, Devlin officially starts with us in September, so we cannot assist her patients until that time. She is taking a holiday before starting, so you can call to book appointments anytime after September 6. She will not be in the clinic until September 11th. If you have health concerns before September 6, please contact Ross Bay.

As you may know from the correspondence from Ross Bay, Devlin is transitioning to a pediatric only practice and will be job sharing with our pediatric nurse practitioner, Lynn Guengerich. If your child is currently a patient of Devlin's, they will stay attached to her after the move.

If you are an adult patient, you will be transferred to one of our family nurse practitioners for attachment. We thank you in advance for your patience as it may be confusing for a few months as we learn the best way to do that.

You have the option to import your entire chart directly from the electronic health record at Ross Bay to ours at HCOY, but there will be a charge if you choose to do that. Each chart will cost \$25 to be imported in its entirety per person. There will be a maximum charge of \$75/family. If this charge is a hardship for you, please talk to us. Because we need consent, most of the charts will not be moved until the late fall, so there may be a window of time that your chart at HCOY does not have complete information and we will work with you to gather what is needed to provide care until the chart is complete.

Since fall will be a busy time, we ask that you not book an appointment with your new provider until you have a health need. At the time, you will have an in-person appointment and can meet your new provider and discuss your health needs then.

If you need a prescription refill, we will want to see you and discuss it the first time, even if it is a medication you have been on previously. If there is a lag with getting into your new provider, remember that pharmacists can now give you up to a month's worth of medication while you wait. They can also now dispense many medications, such as birth control and antibiotics for a urinary tract infection, without you having to see a nurse practitioner first.

Thank you again for your patience as we make this transition. We look forward to meeting you.

From all of us at Health Care on Yates