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## After Hour Access / Cross Coverage Guideline

### **\*\*SEEING OTHER PROVIDERS IN THE GROUP WHEN YOUR DOCTOR IS AWAY\*\***

Dear Patient

Our group offers you the convenience of seeing other physicians who are part of the group.

Our group includes 4 other physicians, whose names, phone numbers, and address are included in the FAQ form which you got on registration.

When one of our practitioners is not available and you are given the option to see others in the group, please keep in mind the following:

- 1- Considering that we have a Nurse Practitioner who works with us, it is recommended that you see the Nurse Practitioner before seeing any of the group's family doctors as they as well have their own patients to service. Should language be a barrier and if our staff cannot translate for you, then you are welcome to see the family doctors of this group as long as you keep the below in mind.
- 2- If you are asked by our staff to see a family doctor in the group, keep in mind that the doctors in the group will NOT refer you to any other doctor or to do any imaging **unless it is urgent (please note that if referrals or imaging are needed, then follow up of the results will be your family doctor or Nurse Practitioner's responsibility)**. Please do NOT ask receptionists of other doctors for a referral. Please also do not ask other doctors in the group for a referral.
- 3- The doctors in the group will only see you for urgent or walk in concerns which cannot wait until your doctor is back or which your nurse practitioner decides to refer you for.
- 4- Please remember that other doctors in this group are busy and have their own patients to service. They also have different policies for triaging and seeing patients. Please remain respectful at all times of their processes, their receptionists and of the doctor you are seeing.

**YOUR FWHO TEAM**