



One Centre Two Branches

SWCHC Eccles Branch

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SWCHC Rosemount Branch

30 Rosemount Avenue
Ottawa, ON K1Y 3H7

Answering Your Questions



SWCHC is growing. Many clients are just learning about the new branch of **Somerset West Community Health Centre** opening in the near future. We understand you may have questions and concerns and have prepared the following questions and answers. If, after reading this, you still have questions, please call us and we will have someone call you back to speak with you directly.

1. Why are we expanding to create the Rosemount Branch?

To improve access to health services in the western part of our catchment.

Over the years our team at 55 Eccles has grown to the point where staff offices are crowded and we have a shortage of examination rooms.

2. When is the Rosemount Branch opening?

September 2014.

3. Where is the new branch located?

At 30 Rosemount Avenue (off Wellington Street West, one block east of Parkdale Avenue), beside the Ottawa Public Library Rosemount Branch.

4. How far is the Rosemount Branch from 55 Eccles?

About 1.5 km west of our location at 55 Eccles. It is a short 10-minute trip on the bus (OC Transpo route #2).

5. What services will be available at the Rosemount Branch?

- Regular primary health care
- Acupuncture
- Primary care outreach for vulnerable seniors
- Health promotion services
- Part-time counselling and social services walk-in
- Some walk-in clinic services
- Other programs and services may expand in the near future

6. Will there be new staff at the Rosemount Branch or at 55 Eccles?

Not yet. A number of health care providers who currently see clients at 55 Eccles will move their practices to the Rosemount Branch.

7. Which primary care providers are moving to the Rosemount Branch?

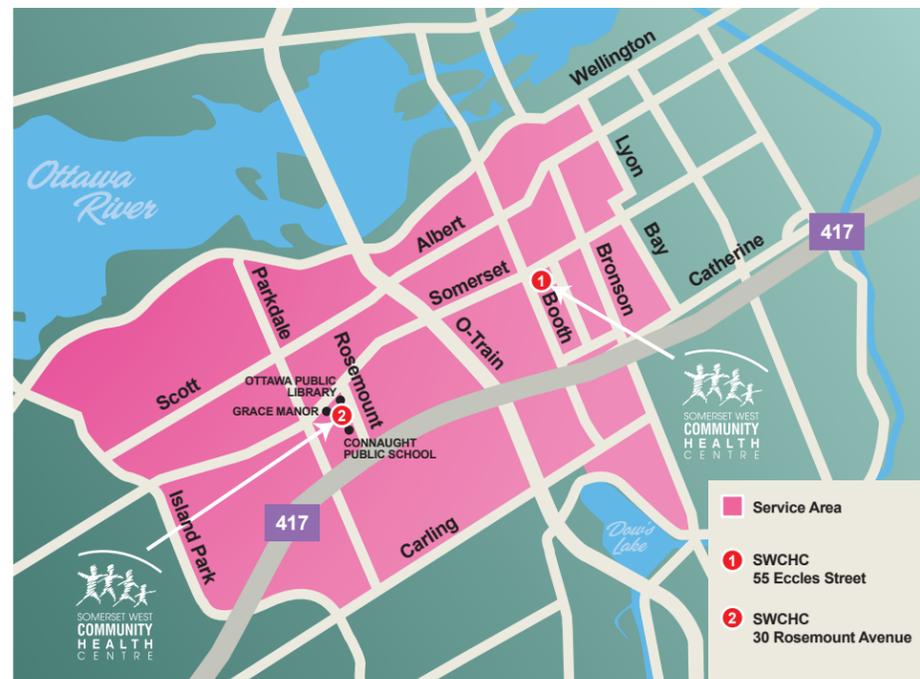
Three physicians and one nurse practitioner:

- Dr. Kay Lee
- Dr. Sarah Rice
- Dr. Laura Muldoon, and
- NP Chelsea Cameron

The team will be supported by two nurses, Anne Viljoen and Mindy Nelson, and administrative staff.

8. What does that mean for me?

If you are a client of any of the providers mentioned above, you will receive your health care services at the Rosemount Branch. If you are a client of a provider not mentioned above, you will continue to receive your care at 55 Eccles.



Opening our new branch in Hintonburg will place community health in the heart of a neighbourhood underserved by our original location. As important, it will give residents in the western part of our catchment a community gathering place for health that is truly their own.

9. If my provider is moving, how will I know when I'm supposed to go to the Rosemount Branch for my regular primary health care appointments?

You will be given a different coloured appointment card, meaning that your next appointment is at the Rosemount Branch and *not* at 55 Eccles. If making your appointment by phone, the medical office assistant will advise you. Information will also be available on our website, and posters at 55 Eccles will remind clients of the opening.

10. If my provider moves, can I still access the services I currently use at 55 Eccles that aren't moving?

Yes, regardless of where your primary care provider is located, you will have access to *all services provided by SWCHC*.

11. What about the counselling and Social Services Walk-In Programs at the Rosemount Branch?

The counselling and social services walk-in programs will initially be offered on a part-time basis only. A schedule will be made available closer to the opening of the Rosemount Branch.

12. When my provider moves, how will my medical information be transferred?

Most medical information is available electronically now through our web-based electronic medical record. Please know that we handle personal health information according to very strict guidelines in order to maintain your privacy.

13. What if my provider is moving and I don't want to move with them to the Rosemount Branch?

We understand that some clients will prefer to receive services at one site over the other for a variety of reasons. Nevertheless, we strongly encourage clients to remain with their current provider as this will ensure continuous care. You and your provider have invested a lot of time in developing a relationship, and they know you better than anyone else.

While we do not encourage transferring your care to another health care provider, we will work with you to find someone appropriate to whom we can transfer your ongoing care. Clients will be requested to fill out a form to transfer their care. Please note that as per SWCHC's policy, *clients may only switch providers once*.

14. What if my provider is staying at 55 Eccles but I want to receive my health care services at the Rosemount Branch?

You will be requested to fill out a form to have your care transferred to a provider operating out of the Rosemount Branch. Again, as per SWCHC's policy, *clients may only switch providers once*, so the decision to change should be carefully considered.

15. What if I already switched providers in the past?

That will not count against you.



16. What if I don't have a doctor or nurse practitioner right now?

Please speak to one of our medical office assistants when you are in the centre. They can provide you with a waiting list questionnaire. This form is also available on the SWCHC website. Once the form is completed, your name is placed on a list from which clients are assigned an ongoing health care provider over time.

17. Walk-in services will be available at both sites. How do they work?

SWCHC clients *may go to either clinic, regardless of where their primary care provider is located*.

The walk-in clinic hours will be:

Rosemount Branch

MONDAY, TUESDAY, THURSDAY, FRIDAY: 1:00–4:00 p.m.
WEDNESDAY: 1:00–8:00 p.m.

55 Eccles

MONDAY: 10:00 a.m. – 4:30 p.m.
TUESDAY: 10:00 a.m. – 7:30 p.m.
WEDNESDAY: 10:00 a.m. – 4:30 p.m.
THURSDAY: 1:00–7:30 p.m.
FRIDAY: 10:00 a.m. – 4:00 p.m.

For further information please contact us at **613-238-1220**.