

PROHEALTH PLUS

Introducing our new telephone medicine program



We are excited to inform you of the launch of our ProHealth Plus telephone medicine program. This service will allow you to access advice from a licensed medical professional 7 days a week, with the added benefit of having access to your medical file/records. Medical advice can be tailored to your specific needs based on your medical history.

**LIMITED TIME
FREE SUBSCRIPTION**

**Ask the front desk
for more information**

Telephone calls with doctors/nurses are not covered under OHIP and are thus uninsured. By enrolling in this service, you will have access to our nurse for advice along with the help of a physician if necessary. Questions you can ask include some of the following:

Q: My child has a fever. Should I go to the ER?

Q: My child has a cold. Should I keep him/her home from school?

Q: I took medication but my symptoms are not improving. What's going on?

You may have an urgent question about your medical condition/situation and your options are to go to a walk-in clinic, which does not have any access to your medical file or to the Emergency Room. Sometimes, these visits can be prevented with a simple phone call to your regular physician.

While there are limitations of a phone conversation in making a diagnosis, the nurse can ask questions to assess your situation and direct you to the appropriate services. In some cases, she may suggest that you go to the ER for urgent situations or she can book you in to see your physician for a more thorough assessment of your condition. Other aspects of the program include being able to review test results over the phone or asking general questions about health, diet, and prescription refills.
