

Our Call Centre is open the following hours:

Monday to Friday 8:00 am – 8:00 pm; Saturday 9:00 am - 4:00 pm; Sunday 10:00 am - 3:30 pm

With the move to our new premises, we have also changed our telephone system and we hope this change will eventually be a newer, faster, and easier way to book, change or cancel appointments.

Our Call Centre is located on the premises (5th Floor) and is staffed by employees that were working at our old location so they are familiar with all of our physicians.

When you call 416-461-9471 and press 2 for an appointment, the staff member will book you an appointment with your family physician and/or specialist and will also ask you the reason for the visit. This allows the physicians to better schedule their day and will also allow for the Clinical Assistants to sometimes see you first, taking heights, weights, blood pressures, eye checks, etc. **If you would prefer not to say the reason for the visit, just say “Personal” and the visit will be noted as personal.**

For your reference the following is a list of **Department Extensions** to help you navigate through our menu choices. **When you are answered by the automated attendant, press 3 first and then the extension noted beside the department:**

<u>Department</u>	<u>Ext</u>	<u>Department</u>	<u>Ext</u>
X-ray, Ultrasound and ECG	1719	Physiotherapy	5140
Central Nursing Clinic	3170	Billing and Administrative	5310
Audiology	2720	Travel Clinic	3112

You can **dial directly** to contact these departments:

CML Lab	416-462-8700	Dr. Frazer – Dentist	416-778-8084
Colonoscopy	416-909-7484	Health and Wellness	416-466-8401
Rexall Pharmacy	416-461-1264		

Please note that the receptionist’s duties have changed and they are no longer responsible for patient appointment bookings.

All telephone bookings should be done through the Call Centre.