



Waterloo Region Nurse Practitioner Led Clinic

Fall 2023 Newsletter

Highlighting our Administrative Team

We have an incredible medical administrative team who are the first people you interact with. Did you know that our small team not only answers phone calls, but they track and respond to emails, communicate with specialists and diagnostic clinics, track and manage outgoing referrals, manage all incoming and outgoing faxes, manage clinic inventory, order supplies, manage patient traffic flow, and much more across three clinic sites?

Here are some tips to make sure we all have a positive experience.

Our patient population is growing rapidly while the size of our team remains the same. This sometimes results in increased wait times to see your provider or to get through on the phone. However, in the last year alone there were HUNDREDS of no-shows to appointments that could have been used by other patients.

We greatly value and respect everyone's time and realize that situations sometimes arise that are beyond our control. But if you are not able to make it to your appointment, **please** call or email cancel as early as possible; we have many patients who would happily take that appointment.

**Please see WRNPLC Patient Attendance Policy on our website*

How to cancel an appointment: Online (when you receive your reminder email); By phone – either leave a message or talk to the front staff; Email patient@wrnplc.ca

Please arrive on time for your appointment – if you are late, we are unable to provide you with the full appointment time and we cannot have other people wait if they are on time. If you are running late, please call and notify the front desk (if you can do so safely) and we will do what we can to accommodate you.

Frequently Asked Questions

What do I do? I tried to call the office and the line was busy!

Our three clinic locations receive a high call volume with limited people to answer; the busiest times are from 9:00-10:00 a.m. Early morning calls should be reserved for those looking for an urgent same-day appointment. Patience is necessary as you may be on hold while other calls are answered; please avoid hanging up and redialing, as it will just put you further behind in the queue. Call volumes slow down mid-morning and mid-afternoon (note that phones are not answered Wednesdays after 2:00 p.m.). Please check our website for our clinic hours.

Do you need an appointment? We have **online appointment booking** available for certain visits – please see our website for more information – www.wrnplc.ca .

What do I do? I am running out of medications!

We require 72 hours to complete a prescription refill. Please arrange for your pharmacy to fax/send the requests for your medications before you run out.

If you do run out, talk to your pharmacist; in some cases, it is possible to receive some medications in advance or a refill from the pharmacist (*only certain medications*).

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