

Primary Care Clinic of the Queen Elizabeth Health Complex

2111 Northcliffe, Montreal, Qc, H4A 3K6, Metro Vendôme

Tel 514.481.4343 (general)

514.483.5101 (direct primary care clinic line)

Fax 514.481.9673

<https://qepcc.selfbook.ca>

Welcome to the Primary Care Clinic at the Queen Elizabeth Health Complex. You are registered under Dr. _____ a member of the Queen Elizabeth Family Medicine Group Practice (GMF), a clinic affiliated with McGill University. Our aim is to offer you timely access to quality medical care at our clinic, by your own physician as much as possible. To ensure continuity of care, we encourage you to take full advantage of the services and programs that we offer (your own family physician, urgent care walk-in, flu vaccine clinic, specialist clinics, dietitian, social worker etc).

Office hours

Primary Care Clinic by appointment	9:00-17:00 Monday to Friday	With your <u>own</u> doctor
Walk-in service (for urgent issues – eg. For cough, fever, rash)	8:30-9:00 Monday to Friday	With one of the GMF doctors or nurse practitioners
Urgent Care Clinic for minor emergencies - walk-in	8:00-20:00 Monday to Friday 9:00-17:00 Saturday, Sunday and holidays	First come, first served; GMF-registered patients are seen with priority access when feasible

How to arrange an appointment with your doctor

- By phone: call the Primary Care Clinic secretary at (514) 483-5101 or (514) 481-4343.
- Book online: <https://qepcc.selfbook.ca> . This allows you to arrange a 15 min appointment with your own doctor. For longer appointments, we suggest that you contact the secretary directly. New appointment times are made available every few days on your doctor's schedule for this purpose.
- Without an appointment: For urgent issues for which your doctor is not available in a timely fashion, there is a clinic walk-in Monday to Friday, from 8:30-9:00. Please come to the desk as of 8:00 if you need this service.
- For urgent problems that cannot await 8:30 on the next week-day, please go to the QE Urgent Care Clinic (see opening hours in table above). Note that your medical record from the Primary Care Clinic is fully accessible to the physicians and nurses at the Urgent Care Clinic.

For advice from a nurse over the phone

- Leave a message with the primary care nurse at our clinic at (514) 481-4343 (your call will be returned within 1 business day).
- If you are sick after office hours, you can call 811 to receive advice from an on-call CLSC nurse over the phone. This service is available 24hr/day, 7days/week.

Please note there is a fee of 30\$ for appointments not cancelled with 24 hours notice.