

## Frequently Asked Questions (cont.)

### *What do I do if I can not make my scheduled appointment?*

All patients are given a business card that provides information about their next appointment and the telephone number to the clinic. If you can not attend your appointment please call to cancel or reschedule a new appointment.

**NOTE:** All of our doctors are scheduled one day per week in the clinic. If you miss your appointment, you will be rescheduled for the following week, as our doctors see their own patients only.

### Your Appointment:

Date: \_\_\_\_\_

Time: \_\_\_\_\_



The Fracture Clinic is located in the Barnicke Wing, on the Ground Floor, next to the Emergency Department.

# Fracture Clinic

*at St. Joseph's Health Centre*

Clinic Hours:  
Monday to Friday  
7:00 a.m. - 3:00 p.m.  
Phone: 416-530-6145  
Fax: 416-530-6691

Closed for regular appointments  
on weekends and holidays.

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# Fracture Clinic

## Frequently Asked Questions:

### *How can I see an Orthopaedic Surgeon in the Fracture Clinic?*

All patients require a referral from a doctor. The referring doctor should fax the referral to the booking office at 416-530-6691. Some patients are referred by the Emergency Department as well.

### *Once my doctor has faxed the referral, when can I expect a call regarding a booked appointment?*

Your doctor will be notified of the appointment within three business days of the receipt of the referral. Your referring doctor will contact you with the appointment information once the appointment is booked. In addition, the booking office will notify you by phone regarding your first appointment.

**PLEASE NOTE:** Missing information and/or incomplete referrals may cause a delay in our booking process.

\* Please inform us if you require an Interpreter, American Sign Language or Assistive Devices. These services are free of charge but must be arranged prior to your appointment.

**Due to the high volume of patients seen in the clinic we are unable to accept walk in patients.**

If you do not have an appointment one can be booked for you for a later date.

### *What do I need to bring with me to my appointment?*

Patients should bring their hospital blue card, health card and ALL medications, vitamins and supplements in the original bottles, not just a list of medications.

\* All applicable diagnostic/lab reports should be faxed with your referral prior to your booked appointment. Please bring all X-ray films/CD's with you to your appointment. If you do not bring this information with you to your first appointment, your appointment may be rescheduled.

### *Why do I have to take a number if I have a scheduled appointment?*

All patients seen in the clinic have a scheduled appointment. In order to maintain order and organization in the clinic we ask that all patients take a number and have a seat. Your number will be called for registration.

**NOTE:** Patients are seen in order of appointment time not arrival time. Due to the unpredictable nature of the clinic and the volume of patients, you may spend 1-3 hours in the clinic.

### *Why are some patients that arrive after me called in to the clinic before me?*

Patients are booked to see the multidisciplinary team for various reasons. Therefore, some patients may be called in to the clinic sooner than others. Please refer to the Patient Flow Chart (opposite).

*Fracture Clinic Patient Flow Chart*

