



*Saskatoon
Community
Clinic*

Patient Information Booklet

Helpful Telephone Numbers

Main Switchboard **652-0300**

Pharmacy 664-4277

Westside Clinic 664-4310

Health Information Centre 664-4222

Member Relations 664-4243

Your Doctor's Name: _____

Your Doctor's Telephone #: _____

Visit Our Website At:
www.saskatooncommunityclinic.ca

The Saskatoon Community Clinic is owned and operated by a membership based co-operative:

***Community Health Services
(Saskatoon) Association Ltd.***

Welcome to the Saskatoon Community Clinic

We created this booklet to help you:

- learn more about your Community Clinic.*
- obtain the best possible health care for you and your family.*

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1. Our clinic is unique. Here's why:

The Saskatoon Community Clinic is a primary health care service provider. Our ultimate goal is to build a healthy population by offering support that focuses on diagnosis and treatment, disease prevention and patient education.

Our multi-disciplinary group of salaried health professionals work together as a team to provide a wide range of services and programs.

We are Saskatoon's only primary health care co-operative. The co-operative structure involves member input in the policy and direction setting of the clinic. The Clinic is governed by a 12 member Board of Directors elected by the membership at annual meetings.

Our Mission

Excellence in co-operative primary health care

- We enhance health and well-being through leadership and excellence in people-centered primary health care.
- We ensure access to the health services people need by creating effective and co-operative partnerships between members of the community, interdisciplinary health service providers, and other health-promoting organizations.
- We engage people in deciding about their care and in planning and evaluating community health services.
- We advocate for publicly-funded health care and for the conditions that lead to optimal individual, community and population health.

2. We are a health care co-operative

A co-operative, by definition, is an organization with a willingness and ability to work with others. It is owned by and operated for the benefit of those using its services.

Co-operatives follow seven principles:

- Voluntary and open membership
- Democratic member control
- Member economic participation
- Autonomy and independence
- Education, training and information
- Co-operation among co-operatives
- Concern for community

Community Health Services (Saskatoon) Association Ltd. is a non-profit health care co-operative that lives by this definition and follows these principles. It operates the Saskatoon Community Clinic, Community Clinic - Westside and offers services in Delisle.

3. Why becoming a member is important

The services at the Community Clinic are available to all who can use them in the community. Those who use our services can become a member of the Community Health Services (Saskatoon) Association, the co-operative that operates the Community Clinic. Membership is optional but there are some very good reasons for becoming a member.

Each member who has joined the Association since 1962, when the Clinic first began, has helped make our health care co-operative stronger. It is our members' support for who we are and what we do that has enabled our organization to become what it is today – a leader in multi-disciplinary primary health care services and programs.

Becoming a member also provides you and your family with some important benefits. It enables you to have a voice in our Clinic. It provides you with opportunities to volunteer. Every three months you will have *Focus*, our member newsletter mailed directly to your home – brimming with useful Clinic and health education articles. You can also receive some financial benefits for health services that are not publicly funded.

More information about becoming a member is supplied at the end of this booklet. We encourage you to become a member. It will make us stronger! It will help show your support for our health care co-operative!

4. Clinic Services and Programs

Family Physicians

Our physicians provide comprehensive family physician services including: diagnosis and treatment, disease prevention and patient education; chronic disease management; hospital care (all physicians have hospital privileges); obstetrical care (certain physicians only); and referrals to specialists as required.



You can make appointments for office visits from Monday to Friday. There is a Saturday morning drop-in clinic at the Downtown Clinic, and a doctor-on-call for after hours and weekends.

Nursing

Primary Care Nurses and Clinical Office Assistants at the Clinic work with families and individuals to provide direct clinical care and chronic disease management support. They co-ordinate client needs with community services, and play a role in health promotion and disease prevention by encouraging and supporting healthy lifestyles.

Nurse Practitioner

A Nurse Practitioner (NP) is a Registered Nurse (RN) with advanced training and skills in health assessment, diagnosis, treatment and management of illnesses and injuries. All NPs are registered with the Saskatchewan Registered Nurses Association. Appointments to see the Nurse Practitioner can be booked through our Reception Department. You must be a patient at the Community Clinic to see the Nurse Practitioner.



Reception

The Reception Department will help you make appointments with care providers at our clinic and arrange for referral appointments. Receptionists also register new patients, maintain physicians' appointment schedules, provide data entry services and statistics, and promote the benefits of membership in the organization. Please ask your receptionist for help, if you are not sure who to talk to.

Counselling

The Counselling Department's goals are to assist clients with recovery from emotional distress, to support the development of fulfilling interpersonal relationships and social

roles; and to facilitate improvements in the social, financial, and living conditions that affect a client's health and well-being.

The General Service Counselling Program provides individual, couple, and family counselling for a broad range of symptoms and situations. Our Seniors Program serves elderly clients who are affected by illness, disability, isolation, and/or social problems. The Aboriginal Seniors Group assists older Aboriginal women with health and/or social difficulties. The seniors program provides individual case work, volunteer services, and group programs. At the Westside Clinic a counsellor provides clients with counselling, advocacy, crisis intervention and matching with community and cultural resources.

Community Mental Health Nurses serve clients who have an acute or chronic mental illness or disability. They provide counselling, monitoring of condition and medication, injections, connections to medical and community services, and caregiver assistance and support.

Lab, Radiology and ECG

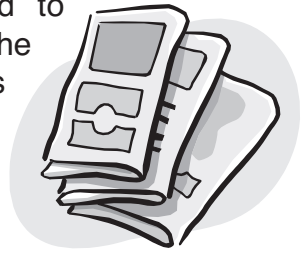
We offer Laboratory, Radiology and ECG services at our Downtown Clinic on the lower level. Our laboratory can perform most tests on site. Home visits to draw blood are available if requested by the doctor. Radiology offers all basic x-ray procedures. Ultrasounds and special procedures are referred out. If you require an ECG, it can be done and read at the Clinic. Limited lab services are available at the Westside Clinic.



Health Information Centre

The Health Information Centre is a self-serve patient

library. Our co-ordinator will respond to specific health information requests. The Centre has a large collection of books and videos available for you to borrow. Health education CDs as well as the Internet health search are available to visitors. All pamphlets are free of charge.



The Centre is located next to the Rose Area on the main floor of the Downtown Clinic. Assistance is offered. Feel free to browse the resources.

Member and Public Relations

Member and Public Relations is here to help you. Their staff are available if you need general information about the Clinic, if you have a concern about the care you have received or have suggestions or questions that other staff cannot help you with.

Member and Public Relations staff publish the member newsletter *Focus*, brochures and maintain the Clinic website. They promote membership, organize members' meetings and special events. They support Board committees and Community Clinic volunteers. They can answer questions about making a donation.

The Member and Public Relations staff also respond to public and student inquiries about the Clinic.

You can receive an electronic monthly newsletter from us highlighting current events and programs. Subscribe at www.saskatooncommunityclinic.ca.

Please feel welcome to contact the Member and Public Relations department if you have inquiries that we may be able to help you with.

Nutrition Services

Our Nutritionist provides both individual and group counselling for diet related medical conditions such as diabetes and raised blood fat levels. She also works with other Clinic departments and health care providers at our Downtown and Westside Clinics to develop and implement chronic disease management and prevention education programs.

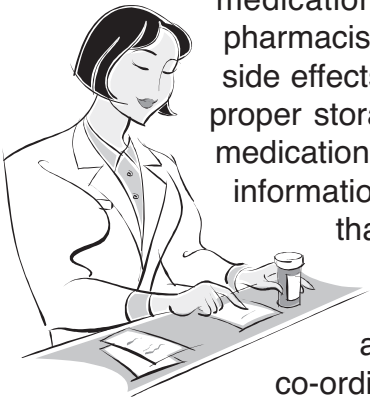
Occupational Therapy

The Occupational Therapist (OT) provides services in the community. The goal is to assist people with disabling health conditions to take part in occupations or activities that are meaningful to them. The OT makes recommendations for health promoting activities, assistive equipment, and changes to the home or work environments that promote independence.

Pharmacy

The Clinic's Pharmacy, located on the lower level of the Downtown Clinic, dispenses prescription medications and provides other pharmacy-related services. Our Pharmacists provide medication counselling when filling prescriptions

as well as education on over-the-counter medications and herbal products. The pharmacists are available to discuss possible side effects of medications, drug interactions, proper storage instructions and proper use of medications. They also provide medication information sheets for any new medication that may be prescribed. The pharmacists and technicians regularly communicate with physicians and other health care providers to co-ordinate care.



We encourage those who use our services to order prescription refills a few days before the refill is needed. This helps us significantly in ensuring that you have your medications in a timely manner.

To ensure patient safety and to provide best patient care your doctor gives you a prescription for a set period of time, with the idea you will meet again before the prescription runs out to discuss your medication needs. Call in advance to make your doctor's appointment so that you are not left without your required medication.

Physical Therapy

The Physical Therapy Department provides assessment, physical diagnosis, treatment and education for a variety of physical problems caused by pain, injury, or disease. Our aim is to work with you to get you moving and keep you moving so you are able to achieve your highest quality of life.



Physical Therapists can recommend the best way to treat problems with your muscles, bones, joints, circulatory system, respiratory system, nervous system and advise you on ways to prevent health problems before they arise.

Other Departments

Our **Maintenance Department** keeps our Clinic clean and well maintained. Our **Accounting, Billing, Medical Records, Secretariat and Information Systems Departments** maintain files and records and provide support to all Clinic departments.

Group Programs

We offer a number of group programs that focus on health promotion, disease prevention, chronic conditions and group education. These programs are offered by our multi-disciplinary staff to meet the health care needs of our client population and the community.

CenteringPrenancy® Prenatal Care in Groups

The Saskatoon Community Clinic offers CenteringPrenancy®. Pregnant women are invited to join our group prenatal care led by the Community Clinic's healthcare team. Check-ups, support and education all take place in a group setting. Spouses/support persons are welcome.



CenteringParenting® Healthcare for Moms and Babies

Mothers and infants are invited to join these groups for well woman and well baby care for the first year of life. Spouses/support persons are welcome.

Diabetes Education – Conversation Maps

This is a series of three education modules that focus on different aspects of Type 2 Diabetes and Pre-Diabetes delivered in a small group setting. Classes are held monthly as needed and facilitated by the dietician, nurse practitioner and physiotherapist.

Fitness, Food and Fun

This program for individuals with Diabetes and Pre-Diabetes is offered three times a week through a

partnership with the Saskatoon Health Region and White Buffalo Youth Lodge. It consists of three components: education, exercise and a healthy snack. The Clinic provides a Physiotherapist, Aboriginal Counsellor and Community Outreach Worker to help facilitate and support staff from the health region.

Integrative Medicine – Health and Healing Series

Group presentations on integrative medicine approaches to health and healing are offered several times a year at the Downtown Clinic. The sessions are presented by a clinic physician who has a further degree in Integrative Medicine.

Live Well With Chronic Conditions™

This program provides practical suggestions and support to build confidence in coping with the everyday challenges of a chronic condition. It is for caregivers and/or individuals who have chronic health conditions. This free six week program is facilitated by the physical therapist and led by two trained facilitators.

Sailing with Healthy Vessels

This is a program to educate small groups about the causes, effects, and treatments for high blood pressure. The classes are provided when there is interest one to four times a year and are facilitated by the nurse practitioner.

Seniors Groups (Happy Gang and Silver Threads)

Social and health education sessions are available for elderly clients. They are facilitated by our Seniors Counsellors and our Occupational Therapist with the help of volunteers. There is also a one-on-one home visiting program for the elderly.

Strengthening the Circle Program

This innovative program brings together senior Aboriginal women (Kohkums) monthly to create a supportive community group that is focused on participants health and well-being.

These programs change from time to time so please check with our staff or check our website for the most recent updates. If you are interested, speak to your health care provider.

Personal Health Record



Please ask your health care provider for help in completing a personal health record booklet, which provides a portable record of your health history and prescriptions.

Community Clinic - Westside

Westside Clinic is a health clinic located in the core area of Saskatoon, offering programs and services to meet the needs of a largely Aboriginal and low-income population. Westside Clinic is a branch of the Saskatoon Community Clinic. Operating as a community centre, as well as a health centre, clients are encouraged to stop in for coffee or to talk. Many services are offered on a drop-in basis.

Westside Clinic offers Physician and Specialist Services, Nurse Practitioner, Nurse, Physical Therapist, Nutritionist, Aboriginal Outreach Workers, Lab Tests, Community Health Nurse, Aboriginal Counsellor and Receptionists. Some services and programs are offered in partnership with other agencies.

Programs

Westside Clinic offers some group programs including: Kids' Drop-in Clinic and Parent Resource Centre; Drop-in Prenatal and Postnatal Classes; Fitness, Food and Fun and Live Well™.

The Saskatoon Health Region offers part-time midwifery, Positive Living and Mental Health and Addiction Services. The University of Saskatchewan Colleges of Dentistry and Medicine provide clinical experience for undergraduate students and enhanced access to services for underserved populations.

Westside Clinic is also the home of the Student Wellness Initiative Towards Community Health (SWITCH). SWITCH operates an interdisciplinary student-run health clinic with health professionals and community partners. This is being done by extending the hours of the Westside Clinic, during which SWITCH provides clinical services and health promotion programming.

5. How to book appointments

Once you have a doctor at the Community Clinic, please telephone that doctor's receptionist directly to make an appointment. The phone number will be given to you at your first appointment. You can also arrange an appointment by e-mail at reception@communityclinic.sk.ca

At the Community Clinic, we strive to arrange appointments for you on your day of choice. We also try to arrange for you to see your own family doctor as much as possible.

In order to meet these goals, you may be asked to phone back closer to the day you require your appointment.



There are some appointments, for example, complete physicals, third party medicals, pre-operative assessments and chronic disease management appointments that may require that you book further in advance. The receptionist will discuss this with you when you make your appointment.

There may be times when your doctor is away or fully booked; in those cases, and with your permission, we will try to arrange for you to see another doctor at the Community Clinic.

Appointments with other health care providers such as counsellors, nutritionists and physical therapists are made directly with these departments once the referral has been made.

6. Working With Your Health Care Provider

Our health care providers are here to assist you in promoting your overall health, enable you to gain access to medical specialists when necessary and help you maintain control of chronic health conditions such as diabetes or heart conditions.

When you visit your physician or health care provider we have the following suggestions to help you manage your own care:

- Inform our office of any changes in your address or telephone number.
- Make time for your appointment; if you are too late the provider will see the next person.
- Anticipate delays – you can phone ahead and check with the receptionist to ask if the physician or other provider is on time.

- Request a special appointment or longer consultation ahead of time, if needed.
- Provide your doctor or nurse practitioner with a short clear list of symptoms or medical concerns that you may have; try to list the most important ones first.
- Record what your health care provider says – this will help you remember important information and instructions and help you in making decisions regarding your medical care.
- Take along or bring a list of any medications – both prescription and over the counter that you are currently taking. Consider asking for and maintaining a Personal Health Record, available from your health care provider.
- If you need assistance, consider bringing a friend or relative with you.
- Make sure that you understand what the physician or other health care provider is telling you. Ask them to re-explain if you do not understand.

Remember that it is your right and responsibility to be informed as soon as possible about your medical care. Don't be afraid to ask questions or to have information repeated if you need further clarification.

7. Helpful Information when visiting the Community Clinic

There is **free patient parking** behind the Downtown Clinic off of 1st Avenue. Parking for patients with walking difficulties is located on the south side of the back door.

You can use either the front or back entrance to the main clinic building. The back entrance is **wheelchair accessible** and has an elevator to all floors.

Please bring your **Saskatchewan Health Card** to every doctor's appointment as we are required by Saskatchewan Health to ask for this information.

We are a **scent-free** organization. Please do not wear scents when you visit the Community Clinic as many of our staff as well as other patients can have an allergic reaction.



When you enter our doctors offices or other care providers offices **please turn off your cell phone and do not take food or beverages into their offices.** Your cooperation in these matters helps us to provide you with professional high quality care.

8. CHSA Privacy Statement

Privacy of personal information is a fundamental right of health care in Canada. In order to provide you with health care services we need to collect personal information from you. When you provide us with this information we give you these assurances:

We will:

- Only collect information required for your care and treatment.
- Only share your information with other health professionals or health care institutions to the extent necessary to provide you with proper health care.
- Ask your permission to share your personal information if required for other purposes unless we must provide it for legal reasons.

- Keep accurate records.
- Keep your information secure and retain or destroy these records as required by law.
- Give you access to your own records and, if requested, make copies of them at a reasonable cost.

Our role in protecting your health information is guided by: Professional and licensing policies and practices; Saskatchewan Health Information Protection Act and Government of Canada Personal Information and Electronic Documents Act.

9. Suggestions, Feedback and Special Needs

Member Suggestions and Feedback

You have the right as a patient to complain about the service you have received. We have a complaints policy that guides our handling of patients concerns and complaints. Complaints can be given over the phone, in-person or in writing. The Member and Public Relations Director will work with you in sorting through your concern and communicating it to your health care provider. In addition, we always welcome suggestions about how we might improve our organization and of course, compliments help our staff know that they are doing a good job helping you with your health care needs.

Transportation to Appointments

Many of our low income patients have difficulty getting to their Community Clinic appointments. The Community Clinic has a special transportation



program for low income seniors. We may also be able to assist with finding affordable transportation for those who are not seniors. Referrals to obtain transportation assistance are required from your Community Clinic doctor or other Community Clinic health care provider.

Benevolent Fund

The Community Clinic has established a small benevolent fund. It is funded through donations. The benevolent fund is designed to help patients with extraordinary, small, one-time, expenses that are not publicly funded but that are required to maintain good health. You will be required to show that you are in need of financial assistance and that the item cannot be funded through other means. As with our transportation assistance, a referral is required from your Community Clinic doctor or other Community Clinic health care provider. Please note that this fund is not able to cover any costs related to prescription or over-the-counter medications and has limitations on the amount of assistance that can be offered.

10. Volunteer Opportunities at the Clinic

The Community Clinic was begun by a group of citizens who responded to the needs of the community during the “doctors strike” of 1962. Volunteers continue to play an important role in shaping the philosophy and services offered by our health care co-operative through their involvement on the Board of Directors, Board Committees and in other committees and groups.

The Community Clinic encourages you to participate in your health care co-operative by becoming a volunteer. Please contact our Member and Public Relations Department at 652-0300 if you would like more information.

Volunteer opportunities include:

Membership Volunteers

Membership volunteers assist with greeting members, providing membership information and serving refreshments at the back entrance of the Main Clinic during Membership Days. Members are asked to give two hours of their time once a month.

CHSA Handicraft Club

Members with an interest in making and selling crafts and baking are invited to join our Handicraft Club. Club members are encouraged to attend the monthly meeting and assist at the showcase sales held each month. One third of the funds raised is used by the Club to purchase items for the comfort of clinic members and patients. Please contact Member and Public Relations at 652-0300 for more information.

Volunteer Gardener

If you have a green thumb and would like to assist with the garden in front of the 455 2nd Avenue North building, please call Member and Public Relations at 664-4243.



Volunteer Program With The Elderly

Volunteers are an important part of this program. There are three different ways, listed below, in which you can volunteer to work with seniors at the Clinic. Please contact the Seniors Volunteer Coordinator at 664-4282 if you would like to volunteer.

Our **Volunteer Visitors** visit one or two hours a week with a Clinic senior.

Seniors Group Volunteers assist staff with twice monthly social and educational programs for seniors. Volunteers also assist with our monthly group for older Aboriginal women.

Seniors Advisory Council Members address seniors' issues through discussion, programs, advocacy, information sharing and networking.

CHSA Board and Committees

Board of Directors

Elections for the 12 member Board of Directors are held at the annual meeting in June and the semi-annual meeting in January. Any member of the Association may put his or her name forward for election for a three-year term. Responsibilities include attending one board meeting and one committee meeting per month, and taking an active role in developing and promoting the viewpoints of the Association.

Focus Editorial Committee

The three-member *Focus* Editorial Committee is also elected by the membership at the annual meeting in June. Committee members meet four times per year to assist in the story selection process for *Focus*, our newsletter. Members also review and proofread the *Focus* articles.

Political and Social Action Committee

The goal of the Political and Social Action Committee is to monitor political and social trends and issues which affect the Clinic, its clients and the community. Every year two members at large participate on this committee in addition to Board members and staff. The committee makes recommendations to the Board of Directors on issues such as advocacy for publicly funded health care and improved health and social programs.

11. *Membership Information*

Here are some reasons why 9,000 of our patients have chosen to become a member of the Community Health Services (Saskatoon) Association, the co-operative that operates the Saskatoon Community Clinic....

- To receive ***Focus***, a free quarterly newsletter, featuring healthy lifestyle and disease prevention articles
- A part of a **collective voice** on health issues with other members; since 1962 people who use our services have demonstrated their support for the Community Clinic by deciding to become a member – collectively our members make our organization stronger
- **Leadership and personal development opportunities** such as participating on the Board, committees or volunteer activities (*for example, Seniors Groups and Handicraft Club volunteers*)
- Desire to support a clinic that **speaks out and acts on social and economic issues** that affect the health of all people in the community including some of the most vulnerable such as seniors and low income people
- A **voice in the operations and programs** provided by the Clinic
- To receive some **financial benefits** on services that are not publicly covered.

Lifetime Membership Cost

Lifetime membership fee

- Family \$30 Single \$15
- Dependent children are included in the family membership
- Fees can be waived in cases of financial hardship – just indicate so on the membership application form
- All members:
 - Receive the newsletter Focus, mailed to their house quarterly
 - Have a right to vote at members meetings, “a say in your own health care”
 - can put their name forth to participate on the Board or committees
 - have opportunities to actively participate

Each year following the one in which you joined you will receive a notice indicating that your voluntary annual service fee is due. The **fee** (currently Family \$30, Single \$15) helps to support the costs of the Association and entitles you to receive some financial benefits, such as reduction on non-insured medicals.

In the first year of membership, you pay only the lifetime membership fee. The voluntary annual service fee is waived.

Please contact Member and Public Relations if you have any questions about membership at the Community Clinic. You may also use the handy form on page 23 to mail in your membership.

Please show your support for your Clinic by becoming a member!

MEMBERSHIP APPLICATION

I, _____
(Please Print Full Name)

SHSP# _____ Date of Birth _____
do hereby make application for membership in the
Community Health Services (Saskatoon) Association, Ltd.

(spouse)

SHSP# _____ Date of Birth _____
and _____ dependents.

Name _____

SHSP# _____ Date of Birth _____

Name _____

SHSP# _____ Date of Birth _____

Name _____

SHSP# _____ Date of Birth _____

Address _____

City _____ Postal Code _____

Telephone _____ Date _____

E-mail (optional) _____

Signature _____

\$15.00 Single \$30.00 Family

Low Income Waiver of Fee

*The membership fee will be waived in cases of financial hardship.
Please check box if you require a waiver of the fee.*



12. Saskatoon Community Clinic Foundation

The Saskatoon Community Clinic Foundation Inc. is a registered charity which provides funds for programs and activities, which promote and advance the health of all members of the community, and in particular, programs and services provided by the Saskatoon Community Clinic.

All gifts, large or small, are welcome. The Foundation accepts cheques, cash and credit cards as well as pre-authorized monthly donations. The Foundation is also very grateful to receive bequests and other planned gifts.

Donations can be made at our front desk, by mail or by phone. They are tax deductible. Your name will be printed in Focus, the Community Clinic member newsletter unless you wish to remain anonymous.

13. For More Information

Additional information about the Saskatoon Community Clinic can be obtained by contacting:


Saskatoon Community Clinic
Member and Public Relations Department
Community Health Services (Saskatoon) Association Ltd.
455 Second Avenue North
Saskatoon, Saskatchewan
S7K 2C2

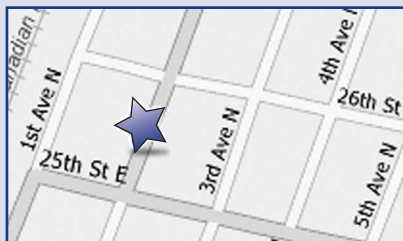
Or visit our website at
www.saskatooncommunityclinic.ca

Locations and Hours

Saskatoon Community Clinic - Downtown Clinic


455 2nd Avenue N.
Saskatoon, SK S7K 2C2
Telephone: (306) 652-0300

- *Free patient parking*
- *Handicapped parking* 
- *Elevator at back entrance*



Community Clinic - Westside

1528 20th Street W.
Saskatoon, SK S7M 0Z6
Telephone: (306) 664-4310

- *Wheelchair accessible* 



Hours of operation:

Downtown Clinic

Monday to Friday - 8:30 a.m. to 5:30 p.m.

Full services

Saturday - 9:00 a.m. to 1:00 p.m.

Drop-in Clinic with Physician and Lab

Westside Clinic

Monday to Friday - 9:30 a.m. to 12 noon

Afternoons: Monday 1:00 p.m. to 4:30 p.m.

Tuesday, Thursday, Friday 1:00 p.m. to 5:00 p.m.

Wednesday 2:00 p.m. to 4:30 p.m.

Closed over lunch hour and until 2:00 p.m. on Wednesdays

SWITCH - Student Run Health Service

Mondays and Wednesdays 5:30 p.m. - 8:00 p.m.

Saturdays 11:00 a.m. to 2:00 p.m.

After Hours

Call (306) 652-0300 and the Answering Service will direct your message to the doctor on call.

Closed Statutory Holidays