



Welcome to **Bruyère Health Academic Family Medicine**. We are pleased to have you join our practice and look forward to partnering with you in your healthcare journey.

As an **Academic Family Health Team**, our mission is to provide excellent patient care while training the next generation of healthcare professionals. As a patient of the Family Health Team, you may be seen by resident physicians—doctors who have graduated from medical school and are completing their residency training—or other learners. Our residents and learners are supervised at all times by our staff physicians and nurse practitioners to ensure your health status is monitored and managed effectively.

Clinic Locations and Contact Information

Our Family Health Team operates from two locations:

Bruyère Clinic	Primrose Clinic
75 Bruyère St., Ottawa K1N 5C8 Phone: 613-241-3344 Fax: 613-241-1971	35 Primrose Ave., Ottawa K1R 0A1 Phone: 613-230-7788 Fax: 613-241-2755

Office Hours:

- **Monday to Thursday:** 8:00 am – 12:00 pm and 1:00 pm – 4:00 pm
- **Friday:** 8:00 am – 12:00 pm and 1:30 pm – 4:00 pm

Phone Hours:

- **Monday – Wednesday:** 8:30 am – 12:00 pm and 1:00 pm – 4:00 pm
- **Thursday:** 10:30 am – 12:00 pm and 1:00 pm – 4:00 pm
- **Friday:** 8:30 am – 12:00 pm and 1:30 pm – 4:00 pm
- **Saturday:** call the clinic between 8:30-11:30 for same day appointments
- **Sundays & Statutory Holidays:** Closed





Appointments and Cancellations

All visits are by **appointment only**. You can book an appointment by calling our reception team, speaking with a booking clerk after a visit, or visiting our website to book online at: <https://www.bruyere.org/en/book-appointment-online>

- **In-Person Care:** All appointments are held in person unless your healthcare provider specifies otherwise.
- **Cancellations:** If you cannot attend your scheduled appointment, please call the clinic and select **option 2** to cancel at any time. You must provide at least **24 hours' notice**; failure to do so will result in a cancellation fee.
- **Forms:** If you require form completion, you must bring the forms with your portion already completed to your booked appointment. There is usually a fee for the completion of forms. Please note the College of Physicians and Surgeons of Ontario (CPSO) allows providers up to 60 days to complete these documents.

Health Cards and Fees

You must bring your **up-to-date health card** to every appointment. If a valid health card is not provided within two weeks of your visit, you will be charged directly for the appointment.

Note that not all services provided by your healthcare provider are covered by OHIP. Some requests such as form completion and certain procedures will have a fee.

Prescriptions and Test Results

- **Prescriptions:** Managing your medication is safer and easier if you keep all your prescriptions with one pharmacy. If you experience any adverse effects from your medication, contact your community pharmacy or book an appointment with your provider.
- **Renewals:** Please book an appointment before your medication runs out. For stable, chronic conditions, ask your pharmacy to fax a renewal request to us at least **one week** in advance. Note that it can take up to 7 days to get your medication renewed.
- **Test Results:** We do not typically call with normal results. We will contact you regarding significant abnormal results or if a follow-up discussion is required. You may also book an appointment to review your results at any time.



Parking

Paid parking is available in hospital parking lots, though spaces may be limited during peak hours. Street parking is available nearby and is subject to City of Ottawa rates and restrictions. Please plan ahead to arrive on time for your scheduled appointment.

After-Hours and Emergencies

Our clinics offer urgent same-day, evening and Saturday appointments to our registered patients. These appointments are reserved for acute, semi-urgent medical needs. These appointments are pre-booked with the booking clerks, so we ask that you call ahead for your appointment time before showing up to the clinic.

For urgent medical issues outside of regular office hours:

- **Ontario Residents:** Dial **811** to speak with a nurse at **Health811**
- **Québec Residents:** Dial **811** to speak with **INFO-Santé**
- **Emergencies:** If you have a medical emergency, call **911** or go to the nearest emergency department immediately

Note that you can call your clinic's main line any time after business hours and listen to the after-hours message to help connect you to the appropriate services.

Our Interprofessional Team and Services

Our interprofessional team consists of physicians, nurse practitioners, registered nurses, dietitians, social workers and community liaison, a pharmacist, and a kinesiologist. We also offer various specialty clinics and programs:

- Diabetes Education Program
- Elder Care Program
- Shared Mental Health
- Youth Health Navigator
- Dermatology and Small Procedure Clinic
- Gender Affirming Care Clinic

Some specialty services require a referral from your primary provider. Please ask our staff if you would like more information.

Welcome to the clinic. We look forward to being part of your healthcare journey!