



Good Samaritan Seniors' Clinic
8861-75 Street NW
Edmonton, AB T6C 4G8
Ph: 780-440-8274 Fax: 780-469-6495

Seniors' Clinic Patient Information

How to Become a Patient: Apply to be a patient by completing the referral form found on our website gss.org/services/seniors-clinic. Anyone, including patients, family members or home care, can submit a completed [referral form](#).

Services: The Seniors' Clinic team provides both primary care and consultative services to the vulnerable, community senior population with complex medical, functional and/or psychosocial needs.

Vision: The clinic team provides specialized seniors care with the goal of supporting seniors to remain at home or in the community for as long as possible.

Team Members: Caring for seniors requires a team approach to coordinate care. Our team includes Physicians, Nurse Practitioners, Nurses, Social Workers, Pharmacist, Dietician, Respiratory Therapist, Exercise Specialist, Panel Manager and Receptionists.

How the Clinic Works:

- **Clinic Hours:** Monday to Friday 9am to 4pm. Closed 12pm-1pm, on weekends and statutory holidays.
- **Follow Up:** We request you to book follow up appointments after each visit to ensure optimal care.
- **Urgent Appointment Requests:** We do **not** have walk-in services. Our doctors' schedules are booked in advance with appointments. If you require a same day or urgent appointment, call the clinic and notify the receptionist you have an urgent concern. If your doctors' schedule is full, we will coordinate with your doctor, another doctor or a Nurse Practitioner to address your concern.
- **Phoning the Clinic:** The clinic receives a high volume of calls to 780-440-8274, making it difficult to answer all the calls. Be assured that we listen to the voicemails throughout the day and the messages are reviewed by the multidisciplinary team for urgency. We will get back to you within 48 business hours or sooner.
- **Appointments available with all team members:** Feel free to book appointments with any team member (Nurse Practitioners, Nurses, Social Workers, Pharmacist, Dietician, Respiratory Therapist, and Exercise Specialist).
- **Cancellation Policy:** Cancellations must be made within 24 hours. If you miss three appointments without cancelling you may be discharged from the clinic.

After Hours Care:

- We have a physician on-call for **urgent issues** when the clinic is closed. To use this service, call the clinic 780-440-8274 and follow the instructions.

Medications:

- **Bring all of your medications to every visit:** This includes puffers, non-prescription medications and supplements. Notify us if any medications have been changed or prescribed by another health care provider.
- **Refills:** Ask your pharmacy to notify us via fax if you require medication refills at any time and we will process them within three to five business days.

Test Results:

- **Abnormal Results:** You will be contacted by phone for urgent results.
- **Normal Results:** You will **not** receive a call for results that are normal, non-urgent, or similar to previous. During your follow up appointment review your test results with your physician.
- **Update Contact Information:** Please ensure your contact information is up to date so we can reach you for results. We try to validate this information at every visit. Please notify our receptionist of any changes and who you would like as your primary contact person.

Coordinating Care and Health Concerns:

- We strongly encourage family members or friends who are involved in your care to attend all your appointments. In the absence of an enacted Personal Directive, health information such as details of a visit cannot be released to a third party.
- If you see any other health care providers or go to hospital please share your Seniors' Clinic doctors name and our contact information so they can copy results to us. During your follow up visit notify us who else you have seen.

Edmonton South Side Primary Care Network (PCN) Group Education and Services

- The Seniors' Clinic is associated with the South Side PCN, which offers group educational sessions and additional services related to your health. We believe participating in these groups can improve your health. Ask the team for more information about these services or you can call the PCN office 780-395-2626 to enroll in most of these groups.

Thank you for trusting us with your care and helping you to stay healthy and enjoy ageing with quality of life in your community! Please provide us with feedback to help us to continue to improve.

-Seniors' Clinic Team