



Wetaskiwin Family Medical Practice

Issue 3

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Did you know?

- * WFMP's virtual walk across Canada started in February and has landed us just short of Quebec. We have walked a total of 6,296,421 steps as a group.
- WFMP has chosen the Wetaskiwin Habitat for Humanity as our Charity for 2012. There will be a container on the front counter for spare change if anyone wants to make a donation. THANKS!
- * Check out our website...
www.wetaskiwinmedicalclinic.com

Missed Appointments

We hear all the time how hard it is to get an appointment at our office. It is as frustrating for our staff as it is for our patients.

We started charging for missed appointments in November of 2011 due to the fact that there are many appointments that are not kept and missed. These missed appointments could be utilized by someone who needed to see the doctor. The charge for missed appointments is \$25.00 for a regular or walk in appointment and \$50.00 for a complete.

From January 1 to May 31, 2012 we had 181 missed appointments in the office despite the fact that we try to remind everyone of their appointment times. If those patients would have cancelled their appointments there would have been 181 more spots for patients in need of being seen.

Please remember to cancel your appointments if you are not going to come.
We really don't want to charge anyone.



Summer Hours

- The office will be closed on July 2 for Canada Day and August 6 for the Civic Holiday. In addition to these dates the office will also be closed on July 20 and August 3.
- Vacation hours are upon us and our clinic time will be limited especially in July and August. Make sure to get your prescription refills at your next appointment.
- Walk-In Clinic Thursday is also limited during the summer months.

10th Anniversary Celebration

In April WFMP celebrated our 10th Anniversary with refreshments and treats for all.

We received beautiful well wishes and flowers.

We feel very privileged to be able to serve you and be part of your health care team!



PCN (PRIMARY CARE NETWORK)

Our health is the most important asset that we have. To protect this asset it is important to make choices that help us stay healthy. The lifestyle choices that are known to benefit our health and wellness include:

- leading an active life
- eating a healthy diet
- moderate alcohol consumption
- not smoking



Of course knowing what we should do and doing it are 2 different things. Here are some tips to help you succeed:

1. **Set realistic goals and start small:** Don't try to make too many changes at once. Set realistic goals, start slowly and work your way up. Remember...one small success leads to another.
2. **Make a plan and track your progress:** Plan to be more active and choose healthy meal options. The best way to know how you are doing is to write it down. How far or how many minutes did you walk today? How many vegetables did you eat today? Keeping track helps keep us on track to better health.
3. **Get help from your friends:** Most things are better with friends. Friends can help motivate us and keep us accountable to our plan.
4. **Be positive:** Believe in yourself and focus on the positive difference the changes will make in your life.

Our busy lifestyles can make it a challenge to build in healthy choices and changes but the end result of a healthier and happier YOU makes it well worth it.

Talk to your PCN Nurse about ways to incorporate healthy lifestyle choices into your everyday life.

Cheryl Dechaine, RN, BScN

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MOA Information

What is a MOA?

A MOA is a Medical Office Assistant who has specialized training and performs administrative, clerical and clinical duties at a Doctors office.

The Medical Office Assistants at WFMP have a vast and varied role in providing your healthcare including:

- Booking and prepping patients for x-rays and diagnostic tests. It is extremely important that patients follow the preparation given as if the instructions are not followed the exam may be cancelled and rebooked.
- Rooming patients and assisting the Doctors with procedures and examinations.
- Communication between the Doctors, their patients and all other outside agencies.

Brenda is the MOA for Dr. Hendriks & Dr. de Wet. You can reach Brenda by calling the office and asking for extension 24. Christina is the MOA for Dr. Venter, Dr. van der Walt, and Dr. Erwee. Her extension is 25. If you get their voicemail, they may be busy helping other patients. Your call will be returned as soon as possible.

