



We Are Changing to Serve You Better

The Guelph CHC Downtown Primary Care Clinic is undergoing some exciting new changes thanks to your feedback!

As of January 31st, you may notice changes in how we are providing you with health care services. These changes are designed to:

- **Better meet your needs**
- **Create more consistency in your care**
- **Make communication with your provider easier and more accessible**

What does that mean for you exactly?

- You will continue to see the same provider as you always have for your primary care needs.
- Each provider will be part of a health care team supported by a dedicated nurse and a dedicated clinical receptionist who will work with you more closely in supporting your needs.
- Our phone system will change to streamline calls and decrease wait times. Please be sure to listen for these new options.

While we are very excited about these changes, and believe this will lead to improvements in client care, we ask for your patience during this time of transition to our new health teams.

As always, we value your continued feedback.

Guelph Community Health Centre, Downtown Clinic