

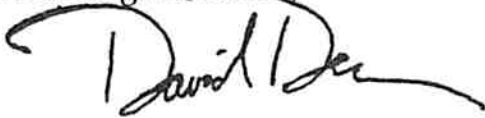
Dear Patient,

Effective April 1, 2012 I will be implementing a new scheduling system called "Advanced Access Booking". Essentially what this will mean to you, the patient, is a minimal wait time for an appointment. This will help to eliminate the current backlog I have of a 1-2 week list for an appointment with me. We will try to accomodate all types of requests be it physicals, counselling or minor issues. However, this will require more responsibility on your part. When I ask to see you in 3 months for example, you will not book a follow up appointment on your way out of the office. We will give you a card with an approximate date to call us. You will call us in 3 months and at that time, Samantha or Rachel will aim to give you an appointment within 1 or 2 days. If I am on vacation at that time, you can either choose to call back when I return, or see one of my colleagues covering for me. Many of my colleagues have implemented this strategy with extremely good results.

As a reminder, medicine is changing and gone are the days that every patient needs a complete annual physical every year. If I am doing my job properly, we should be handling problems as they arise, not saving them up for a yearly review. At times, if we haven't seen you in a number of years, a complete physical does serve a purpose. However, the information I gather from randomly listening to your chest or examining your reflexes is usually not significant if you have no specific complaints. By getting things taken care of in a timely manner as issues arise then hopefully 3, 4 or 5 things do not build up and take much time to sort through. Women are advised to repeat their pap smears every 2 years as long as they do not have a history of abnormal smears in the past. Female physicals can be booked through Dale Rusk at the Family Health Team 905-354-9393 ext. 1. As always, if a need arises, I would be happy to see you.

Hopefully these changes will result in better care for you & your family. I hope we can make this transition easy for you. As always, if you have any questions, please do not hesitate to speak with me.

Yours in good health,

A handwritten signature in black ink, appearing to read "David Dec", written in a cursive style.

David A. Dec, B.Sc, M.D., C.C.F.P., F.C.F.P.  
DAD~sc