

Booking an Appointment at Your Collaborative Family Practice

Colchester East Hants,
Cumberland, and
Pictou County



Booking an Appointment at Your Collaborative Family Practice

What is a collaborative family practice?

A collaborative family practice is a team of health care providers who work together to provide primary care. Every health care team is different. Your team may include:

- › Dietitian
- › Doctor
- › Licensed Practical Nurse
- › Nurse Practitioner
- › Pharmacist
- › Registered Nurse
- › Social Worker

All Nova Scotia Health team members, patients, support persons, and visitors must:

- › Treat each other with dignity, fairness, and respect
- › Communicate in a respectful way
- › **Not** abuse, harass, discriminate, be aggressive, or be violent towards anyone

Patient and family feedback

- › Phone (toll-free): 1-844-884-4177
- › Email: NZpatientrelations@nshealth.ca

If you have severe (very bad) shortness of breath, chest pain, or bleeding that does not stop after applying pressure for 15 minutes:

- › Call 911 or go to the nearest Emergency Department right away.

Appointments

Before booking an appointment

- Know your health concerns.
- Check if you need any prescriptions refilled.
- You may need to book more than one appointment.

Why do I have to give the reason I am booking an appointment?

- This helps us book the right amount of time for your appointment. It also helps your health care provider to get ready for your appointment.

Tell your practice as soon as possible if you cannot make it to an appointment.

Do I need an appointment for prescription refills?

- Yes. You must make an appointment with your health care provider for all prescription refills. We recommend calling to book an appointment when you pick up your last refill at the pharmacy.

At your appointment

- Bring your provincial health card.
- Bring a list of your current prescription medications, and over-the-counter medications, including vitamins, supplements, and herbal products.
- Tell us about any changes in your name, address, phone number, or pharmacy.
- Tell your health care provider about any alternative care (like physiotherapy or acupuncture).
- Ask for prescription refills, if needed.
- You may wish to take notes.
- Before you leave, book your next appointment, if needed.

**To book an appointment for
blood work or an X-ray:**

- › Phone: 902-473-2074
- › <https://booking.nshealth.ca>

Where to go for health care

When you are not able to book an appointment or need other support, visit:

- › www.nshealth.ca/wheretogoforhealthcare

**If you need mental health help
right away:**

These services are available 24 hours a day,
7 days a week.

- **Provincial Mental Health and Addictions
Crisis Line**
 - › Phone (toll-free): 1-888-429-8167
- **Kids Help Phone**
 - › Phone (toll-free): 1-800-668-6868
 - › Text: CONNECT to 686868

**Go to the nearest Emergency Department
right away.**

Looking for more health information?

Find this pamphlet and all our patient resources here: <https://library.nshealth.ca/PatientEducation>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

Nova Scotia Health promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!

www.nshealth.ca

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The information in this pamphlet is for informational and educational purposes only.

The information is not intended to be and does not constitute health care or medical advice.

If you have any questions, please ask your health care provider.

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The information in this pamphlet is to be updated every 3 years or as needed.