

FROM: Dr. Roselynn Krantz & Dr. Michael Ostro

TO: New Patients (from Dr. M. Sager's practice)

We are very pleased to welcome you to our family practice located at 1849 Yonge Street, Suite 902. We are just a short drive from Dr. Sager's office at Yonge and Davisville, and it is our hope to provide you with a seamless transition and continuity in your healthcare management.

You may find that we work a little differently here and we believe that these differences are important in the provision of the best possible care for you. Please take note of the following:

- ✓ Many issues are handled by phone and email in order to save you time.
- ✓ We attend to each other's patients in the evenings.
- ✓ We provide same-day visits based on triage and medical priority. Please call our office as necessary and identify the nature of your issue. We will then tell you how to proceed.
- ✓ We are part of a larger group of physicians who take turns covering for each other after-hours.
- ✓ We believe in "continuity of care" for all our patients. So should you. Continuity breaks down when you attend walk-in clinics. Given our availability morning, noon or night, we request that you refrain from using walk-in clinics.

While we look forward to welcoming each of you to our practices, we will NOT be doing a "meet and greet" due to the current high demands of our healthcare system. As long as your medical record is with us in advance, we will be prepared for your first visit.

PLEASE ensure that both forms included with Dr. Sager's letter are filled and returned to RSRS PRIOR to your first visit at our offices. They will then ensure that we have your medical record scanned into our system in time. Our address is:

1849 Yonge Street, Ste. 902
Toronto, ON M4S 1Y2
Tel: (416) 487-1060

Welcome to our practice!

Roselynn Krantz M.D.

Michael Ostro M.D.