

Quick Reference Guide for Dr. Feldman's Patients

Finding a New Family Doctor or Nurse Practitioner

Anyone looking for a family doctor or family nurse practitioner (not only former patients of Dr. Feldman) is encouraged to register on the provincial waiting list called Health Care Connect.

This is the website: www.ontario.ca/page/find-family-doctor-or-nurse-practitioner

The Centre de santé communautaire de l'Estrie (CSCE) is in the process of integrating a limited number of Dr. Feldman's patients. The patients from Dr. Feldman who are most appropriate to receive care at the CSCE are identified by our partner organizations in the community. You will not be able to register at the CSCE by calling us. Normally, the CSCE accepts new patients through the provincial waitlist. Our medical secretaries will ask you to register on this list.

We have also requested additional funding from Ontario Health to hire a new physician to take on more of Dr. Feldman's patients.

CSCE has contacted other clinics providing care in Prescott–Russell. Some of Dr. Feldman's patients are being directed to these clinics according to agreements we have established. Most clinics in Prescott–Russell are actively working to recruit new physicians. They have asked us to inform you that they will use their website and/or Facebook page to announce when they are accepting new patients. Please check these regularly.

Community Meeting at the Alfred Community Hall

Several community organizations will be present for an information and support session. Representatives from the CSCE, the Eastern Region Virtual Care Clinic, Community Paramedic Services, local pharmacies, and other regional partners will share available resources and answer your questions.

 **When:** Sunday, November 30, 2025, from 1:00 p.m. to 3:00 p.m.

 **Where:** Alfred Community Hall (520 St-Philippe Street, Alfred)

Quick Access to Medical Care for Minor Issues

We recommend that you contact the following organizations for assistance with minor health issues.

1. Virtual Care Clinic in the Eastern Region

- The clinic offers consultations 7 days a week, from 1 p.m. to 9 p.m., by phone or videoconference in French or English.
- Temporary refills for regular medications (except opioids and stimulants).
- Consultation with a professional for minor health issues.

How to obtain an appointment:

- Call 1-888-684-1999 starting at 9 a.m.
- Register on the website www.virtualcareontario.ca/?lang=en starting at 9 a.m.

Important:

- Mention that you are a patient of Dr. Feldman.
- If there are enough calls from Dr. Feldman's patients, special clinic days reserved exclusively for his former patients will be scheduled.

2. Services Available at Your Pharmacy

Pharmacies in Alfred can offer:

Vaccinations:

- COVID-19, influenza, and others.

Assessment and treatment for many common issues:

- Allergies, acne, eczema, and conjunctivitis.
- Headaches, reflux, constipation.
- Urinary tract infections, yeast infections, mouth sores.
- Insect bites, sprains, prenatal nausea.
- Preventive treatment after tick bites.
- COVID-19 treatment (Paxlovid).
- Health advice and triage to help determine the best resource for your needs.

Additionally, at IDA Pharmacy, you can consult a virtual physician for certain health issues.



3. Community Paramedicine of Prescott and Russell

Available 7 days a week for:

- French-language support to help you use the virtual clinic.
- In-home medical assessments when needed.
- Support for non-urgent health issues.

How to make an appointment:

- Call 613-662-2084.

Important:

- Mention that you are a patient of Dr. Feldman.

CSCE Diabetes Education Program

For diabetic patients who wish to continue their follow-up:

- Appointments with a diabetes nurse or dietitian educator.
- Support with diet, blood glucose management, and physical activity.
- Prevention of complications.

How to register:

- Call the CSCE at 613 487-1802 ext. 3333 or 613-443-3888 ext. 3333.

Obtaining a Copy of Your Medical Record

Dr. Feldman has arranged for medical records to be transferred to a professional confidential medical documentation service called DOCUdavit.

Services:

- Obtain a complete copy of your medical record on paper, online, or on USB.

How it works:

- Upon request, they will send you a consent form to sign.
- Once the form is returned, they can process your request.
- Processing time: 4 to 6 weeks
- Cost: approximately \$100 for records containing fewer than 200 pages.

They are expected to be ready to assist you starting December 15, 2025. (This delay allows the company to collect and organize all patient files.).



How to obtain your file?

- **1-888-781-9083**

AccessMHA—Mental Health and Addiction Services

AccessMHA is the regional intake service for mental health and addiction supports for adults, youth, and families.

Services offered:

- Mental-health support for adults and teens
- Short-term counseling
- Referrals to:
 - Psychotherapy
 - Community services
 - Support groups
 - Addiction programs
 - Information, intake, and triage to the appropriate resources

When to call:

- Significant stress, anxiety, or depression
- Family issues, grief, or relationship difficulties
- Problematic alcohol or drug use
- Seeking therapy or longer-term follow-up

How do I access the services?

- 1-844-377-0002
- www.accessmha.ca/

Walk-In Mental Health Services

The Mental Health and Addiction Regional Centre of the Hawkesbury General Hospital manages the Walk-in Clinic.

Examples of situations where you may need support:

- Family, couple, or parenting conflicts
- Separation, divorce, or grief
- Work-related stress or job loss
- Depression and anxiety
- Trauma and panic attacks
- Anger or difficult interpersonal relationships



- Sexual identity or gender expression
- Sexual assault
- Any other difficult situation

How it works:

Go to 580 Spence Avenue, Hawkesbury, on Wednesdays from 8:30 a.m. to 4:30 p.m. Bring your Health Card. Registration is done on site on the same day. No appointment required. Consultations are offered on a first-come, first-served basis.

Mental Health Crisis Line

Crisis line services are available 24 hours a day, 7 days a week. Crisis line counselors will help you navigate the crisis you are experiencing and work with you to find solutions that are right for you.

How to get help:

- 1.866.996.0991
- www.crisisline.ca

Youth Wellness Hub

This program helps young people aged 12 to 25 easily access health, wellness, and social support services. It aims to help them feel good in their bodies and minds and cope with life's challenges.

All services are **free** and address a variety of needs, such as:

- Talking to a therapist or counselor about mental health or addiction issues;
- Receiving basic medical care and sexual health services;
- Getting peer support;
- Finding a job or help looking for one;
- Receiving support if you are living in poverty or are hungry.

How to get help:

- 613-577-7219 or 613-361-6363, extension 8728
- EasternChamplain@youthhubs.ca
- <https://youthhubs.ca/site/rockland-pr-youth-wellness-hub>