To: Comprehensive Care Model (CCM)  
Family Health Groups (FHGs)  
Family Health Networks (FHNs)  
Family Health Organizations (FHOs)  
Blended Salary Model (BSM)

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Re: After Hours Service Reminder

During the December 2010 holiday period there was a significant increase in emergency room (ER) visits during the last week of December and first week of January. With March break and the Easter long weekend approaching your continued support in providing care, through extended hour services and reminding your patients of the availability of the Telephone Health Advisory Service, will go a long way in helping to reduce congestion in emergency departments during the upcoming holidays.

After Hours Services are an essential component of many of the Primary Care Agreements and an important element in providing comprehensive care to enrolled patients. Unless your practice qualifies for an exemption, please review the provisions within your agreement to ensure that your extended hours are in compliance with the stated requirements. In addition, we ask that you inform patients of this service either through posting information in your office, on your answering machine and/or through other mechanisms.

We thank you in advance for your continued commitment to patient care.

Thank you for your continued participation in advancing Primary Health Care in Ontario.  
If you have any questions please do not hesitate to contact your Ministry Site Team at 1-866-766-0266.