

CONFIDENTIALITY

We take your privacy very seriously. Only practice employees have access to your data. They only use it on a 'need to know' basis. You have the right to access the data we hold on you. And to request copies of that data. (A reasonable fee may apply).

Except for sharing information with other health professionals involved in your care, we will always obtain your written consent before releasing any identifiable data to a third party.

We may share anonymous data without profit for health planning purposes. If you don't want your data used in this way, then let us know.

FEEDBACK

We welcome thank you cards, comments and suggestions. Medical care is highly complex. Even at the best practices, things sometimes do not go as planned. In the unlikely event that you are unhappy with any aspect of your medical care, please do not hesitate to let us know. You can call, fax, or write to the *Practice Manager* at the address on the front of this leaflet,

Should you be unhappy with our handling of a complaint, you can also write to:

The College of Physicians and Surgeons of Prince Edward Island, 199 Grafton Street, Charlottetown, PE C1A 1L2.

HOW TO REGISTER

YOU CAN REGISTER TO BE OUR PATIENT ONLINE AT [HTTP://WWW.COULL.NET](http://www.coull.net)
IF YOU ARE UNABLE TO USE THE INTERNET, THEN CALL 894-7369 FOR ASSISTANCE.

- KEEP THIS ADVICE BY YOUR TELEPHONE -

**DR COULL'S
MEDICAL PRACTICE**
TEL (902) 894-7369

OUTSIDE OFFICE HOURS
THERE ARE EVENING AND WEEKEND
WALK IN CLINICS AT THE SHERWOOD
FAMILY MEDICAL CENTER.
IF YOUR PROBLEM CANNOT WAIT UNTIL
THE NEXT CLINIC, GO TO THE
EMERGENCY DEPARTMENT.

IN A MEDICAL EMERGENCY

CALL **9 1 1**

CHEST PAIN ADVICE

An **ache** in the middle of your chest, like someone sitting on you?

The ache **MAY** go into your neck/jaw/left arm?

You **MAY** have **shortness of breath, sweating, nausea**, or you may look **pale** or **gray**.

This could be a HEART ATTACK.

Heart attacks can be treated, but the greatest risk of death is in the first hour.

Call 911 immediately.

STROKE ADVICE

Sudden onset of ANY of the following?

**Weakness - Trouble Speaking -
Headaches - Vision Problems -
Dizziness.**

This could be a STROKE. Call 911.

UPDATED 10TH JULY 2010 © R. COULL

**DR COULL'S
MEDICAL PRACTICE**

A Guide for Our Patients

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FAX. 1(902) 894-8164

WWW.COULL.NET

MEDICAL SERVICES ARE PROVIDED THROUGH THE
DR ROBERT COULL PROFESSIONAL CORPORATION

INTRODUCTION

We are a group practice. Teams of nurses, technicians, and office staff work with the doctor(s). Together, we provide all the essential family medical services.

MEDICAL TEAM

MUDITHA BALASURIYA, HEALTH CARE TECH.
M.B.B.S., DIP. RADIOTHERAPY (I.A.E.A.)

SARATH EKANAYAKE, HEALTH CARE TECH.
M.B.B.S.

SHIRIN ZADEH, HEALTH CARE TECH.
M.D.

PHARMACY TEAM

MELISSA MURPHY, PHARMACY TECH.

FIONA REVIE, PRACTICE PHARMACIST
B.Sc. HONS. (PHARMACY), P.G.DIP. PRESCRIBING SCIENCE

NURSING TEAM

MELISSA CASSIDY, PRACTICE NURSE
LICENSED PRACTICAL NURSE

ELLIE EARNSHAW, PRACTICE NURSE
R.N., B.A.(HONS.), P.G.DIP. HEALTH AND SOCIAL CARE

HEATHER LARTER, PRACTICE NURSE
LICENSED PRACTICAL NURSE

ALICIA MACEACHERN, PRACTICE NURSE
LICENSED PRACTICAL NURSE

DAWN RODD, TREATMENT ROOM NURSE
LICENSED PRACTICAL NURSE

OFFICE TEAM

PENNY CLARK, RECEPTIONIST

TARA FRASER, RECEPTIONIST

MARGARET PIPPY, RECEPTIONIST

JOANNE PROUD, PRACTICE MANAGER

APPOINTMENTS

CALL 894-7369 TO MAKE AN APPOINTMENT.
IF YOU NEED TO CANCEL AN APPOINTMENT, WE
NEED AT LEAST **24 HOURS NOTICE**. OTHERWISE
WE MAY CHARGE A NO-SHOW FEE.

COLOUR CODED UNIFORMS

Our staff are easy to identify. RNs wear navy blue tunics, LPNs wear light 'hospital' blue, and Technicians wear white.

PRACTICE OPENING HOURS

The Practice is open 9am to 4pm daily.

These are our current clinic times:

DAY	MEDICAL & PHARMACY TEAM	PRACTICE NURSING TEAM	TREATMENT ROOM NURSE	RAPID ACCESS CLINIC
MON	CLOSED	9-12, 1-4	8-4	
TUE	9-12, 1-4	9-12, 1-4	8-4	PLANNED
WED	9-12, 1-4	9-12, 1-4	8-4	SERVICE
THU	9-12, 1-4	9-12, 1-4	8-4	
FRI	CLOSED	9-12	8-12	STARTING
SAT	CLOSED	CLOSED	CLOSED	2011
SUN	CLOSED	CLOSED	CLOSED	

TREATMENT ROOM NURSE

OUR NURSES PROVIDE A LARGE RANGE OF TESTS AND PROCEDURES IN-HOUSE.

- BLOOD PRESSURE (INCL. 24HR TESTS)
- BLOOD TESTS
- BREATHING TESTS (MINI-SPIROMETRY)
- CARADIOGRAMS AND HEART MONITORS
- EAR SYRINGING
- FOOT CARE (INCLUDING DIABETIC FOOT CARE)
- OVERNIGHT SLEEP STUDIES
- PAP TESTS
- VACCINATIONS AND TRAVEL ADVICE
- WARFARIN TESTING AND DOSING
- FLU VACCINATION

PRACTICE NURSES

Our team of Practice Nurses provide our health promotion, screening, and chronic disease monitoring. Their job is to help you stay as well as possible for as long as possible. They provide education and advice on a wide range of topics. They also monitor chronic diseases such as diabetes and asthma.

HEALTH CARE TECHNICIANS

WHEN YOU BOOK A MEDICAL APPOINTMENT, YOU WILL BE SEEN BY ONE OF OUR HEALTH CARE TECHNICIANS. THIS ALLOWS US TO PROVIDE THE BEST POSSIBLE CARE. THE TECHNICIAN WILL ASSIST THE DOCTOR. THEY DOCUMENT DETAILS OF YOUR VISIT. THEY WILL ALSO ARRANGE ANY TREATMENT, TESTS, OR FOLLOW UP THAT THE DOCTOR ORDERS.

PHARMACY TEAM

IF YOU NEED REFILLS OF YOUR MEDICATIONS, BOOK AN APPOINTMENT WITH OUR **PHARMACY TECHNICIAN**. OUR **PRACTICE PHARMACIST** CARRIES OUT DETAILED MEDICATION REVIEWS FOR MORE COMPLEX CASES.

IF THE COST OF YOUR MEDICATIONS IS TOO HIGH, SPEAK TO OUR PHARMACY TEAM - THEY MAY BE ABLE TO HELP.

IF YOU RUN OUT OF MEDICATION, **SPEAK TO YOUR OWN PHARMACIST** WHO MAY NOW ISSUE 1-3 MONTHS OF REFILLS TO TIDE YOU OVER UNTIL YOUR NEXT VISIT.

PLEASE NOTE: WE DON'T NORMALLY PRESCRIBE OXYCODONE OR HYDROMORPHONE.

ANNUAL HEALTH CHECK

Please book an appointment with a member of our Practice Nursing Team if you would like to discuss health advice and/or screening.

- PLANNED FOR 2011 -

RAPID ACCESS CLINICS

NEED AN APPOINTMENT URGENTLY FOR SOMETHING SIMPLE? GET SEEN BY THE DOCTOR IN OUR RAPID ACCESS CLINIC.

COGNITIVE BEHAVIOURAL THERAPY (CBT) CLINICS

FOR PATIENTS WITH DEPRESSION, ANXIETY, STRESS, PANIC ATTACKS, PTSD.

MYOSCAR

- SEND US SECURE EMAILS
- VIEW COPIES OF YOUR RESULTS
- MANAGE YOUR PRESCRIPTIONS
- MAKE OR CANCEL APPOINTMENTS

WATCH OUR WEBSITE FOR UPDATES ON THESE NEW SERVICES

MORE INFORMATION ONLINE

ON OUR WEBSITE: [HTTP://WWW.COULL.NET](http://www.coull.net) INCLUDING A LIST OF CLINICS AND WHETHER THEY ARE RUNNING ON TIME.