

Adult Cystic Fibrosis Clinic  
St. Michael's Hospital  
6<sup>th</sup> Floor Bond Wing, 30 Bond St.  
Phone: 416-864-5409  
Fax: 416-864-5651

**St. Michael's**  
Inspired Care. Inspiring Science.

Dear CF Patient:

The Toronto Adult Cystic Fibrosis program works to provide the highest quality of care to you, our patient, considering your specific care needs. We understand that the outpatient clinic waiting times are less than ideal and this can impact your care.

We have been tracking clinic flow over the past several months and have identified where delays occur during clinic visits. Recently, we implemented a pre-clinic "huddle" to facilitate better preparation and communication among team members. To further improve your clinic experience, we request your collaboration with our improvement effort.

Effective **March 25, 2014**, we require patients to attend their scheduled appointments **on time**. Patients who arrive early **will not** be seen until their scheduled time and those who are late (30 minutes late or more) will be seen at the end of the clinic as time permits. Please take into consideration the complexity and specialized needs of each patient's case as this may contribute to longer waiting times on occasion. Exceptions will be made for patients fasting or scheduled for other tests (e.g. bone density scan, ultrasound, etc). If this applies to you, you will be notified by the CF team in advance.

We understand that sometimes patients need to be seen on an urgent basis and we will accommodate these visits. However, if this is the case, you **MUST** notify your CF team ahead of time either by e-mail or telephone.

We are committed to improving your clinic experience and will strive to meet your needs in a timely manner. Through working together, we are confident that we can make a positive change.

Sincerely,

The Adult Cystic Fibrosis Program

***St. Michael's Hospital, 30 Bond Street, Toronto, Ontario, M5B 1W8***  
***Phone: 416-864-5409 Fax: 416-864-5651***

## **PATIENT INQUIRY CONTACT INFORMATION:**

### **Cystic Fibrosis Office Contact Information:**

**Telephone:** 416-864-5409

**E-Mail:** [cfclinicbookings@smh.ca](mailto:cfclinicbookings@smh.ca) (for questions/concerns about appointment booking)

**Mail:** Cystic Fibrosis Office  
St. Michael's Hospital  
Suite 6-037, Bond Wing  
30 Bond Street  
Toronto, ON  
M5B 1W8

### **Patient Family Advisory Board (PFAB):**

**E-Mail:** [cf.pfab.toronto@gmail.com](mailto:cf.pfab.toronto@gmail.com)

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