

Scheduling an appointment at the Clinique Médicale St-Luc

Dear patients,

We are aware that in the past year there have been many changes in the way we schedule appointments at the clinic. These changes are in the hopes of increasing access to an appointment. During this period of change, we ask that you stay courteous and respectful of our staff. Any aggression or verbal abuse will not be tolerated. We thank you for your collaboration.

If you wish to schedule an appointment for a follow-up visit, there will be new availabilities every day for appointments two weeks later. For example, on Mondays, the schedule for appointments on the Monday two weeks later will be opened. All time slots will be available by calling the clinic or through our patient portal (internet).

For those who are comfortable scheduling their appointment through the patient portal, the message “no availabilities” means that your doctor has no available time slots at this moment. Check the patient portal regularly to access new time slots, as described above.

Please note that because of the varied schedules of many doctors (hospital work, work at other clinics, other), it is possible that on certain days no new time slots will become available. If your health issue is not urgent, please try again in the following days. If you need an urgent appointment, there are walk-in appointments available every day.

During busy periods such as spring and fall, it is possible that you will have to call or consult your patient portal many times before receiving an appointment for a non-urgent matter. The schedules are organised so that doctors can be available when urgent problems arise. However, you will normally be able to schedule an appointment within the next month.

Once again, we thank you for your collaboration and patience during this time of change.

The staff of the Clinique Médicale St-Luc