



**RED DEER CLINIC**

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April 9, 2018

Dear Patient(s):

Horizon Family Medicine has been in operations for nearly 7 years. Over this time, the clinic has grown from a group of 6 family physicians to a group of 15 and our rostered patient base has increased to over 17,000 patients. Over this same period, Alberta Health has been strongly encouraging family physicians to utilize a health care model known as “medical home”. This would mean that family physicians are responsible for the ongoing medical care for a rostered set of patients that are to use one family practice clinic as their medical home. A “medical home” will provide better, more timely medical care for Horizon’s confirmed patient base.

A “rostered patient” refers to:

- a patient who has been formally accepted as a regular patient into one of the following physician practices
- a patient who is able to book an appointment with their family physician listed below

Dr. Katherine Atchison	Dr. Brian Dembinski	Dr. Emily Devereaux	Dr. Bradley Greig
Dr. Mandy Hyde	Dr. Kerri Johnstone	Dr. John Julyan-Gudgeon	Dr. Nav Rattan
Dr. Chauntille Munchinsky	Dr. Raymond Comeau	Dr. Lauralee Dukeshire	Dr. John Ellis
Dr. Sereyrath Ngeth	Dr. Marci Wilson		

Our group of physicians recently made the difficult decision that in order to best serve the growing, complex medical needs of our rostered patients, effective July 1, 2018 Horizon Family Medicine will only be able to see clinic rostered patients in two ways:

- A booked appointment with their regular family physician.
- Through our “*Horizon Patient Urgent Overflow Access*” (formerly known as our Walk-in), this service will only be offered to rostered patients of Horizon Family Medicine.

**To clarify, effective July 1, 2018 Horizon Family Medicine will no longer be able to see unrostered patients through what was formerly known as our Walk-in.**

To provide background to this decision, we have experienced an overwhelming demand from patients across Central Alberta seeking a family physician for their ongoing medical care. With area population increases and the limited capacity for primary care among Central Alberta family physicians, this trend has forced more demand on Horizon’s Red Deer and Sylvan Lake walk-in clinics. As all Horizon physicians currently rotate through our walk-in clinic, our rostered patients are experiencing longer and longer wait times for booked appointments with their Horizon family physician.

Overall as a clinic, we are embracing Alberta Health’s medical home initiative to improve medical care access for clinic rostered patients which has documented better health outcomes.

We know it is currently difficult to find a family physician accepting patients in Red Deer, and it is our sincere hope that you will find a medical home to manage your medical needs. There are two available resources to aid you in your search. The College of Physicians and Surgeons of Alberta (CPSA) provides an online physician search engine that can be accessed at [search.cpsa.ca](http://search.cpsa.ca). In addition, our local Red Deer Primary Care Network (PCN) also provides a list of family physicians who may be accepting patients by visiting [www.reddeerpcn.com](http://www.reddeerpcn.com).

We thank you for your understanding and patience through this challenging transition as a clinic. If you have questions, please feel free to email [feedback@horizonmedicine.ca](mailto:feedback@horizonmedicine.ca).

Best regards,

Horizon Family Medicine Physicians