

McAdam Health Centre

Frequently Asked Questions

1. How do I book an appointment with my doctor or nurse practitioner at the Health Centre (for those who are already patients):

Call the health centre at 784-6300. The clerk will make every effort to schedule your visit with your provider at the next available opening, which may be the same day, within the same week or further down the road if you need to book ahead. Please let the clerk know if the appointment time that she gives you is not going to meet your needs so she can go over other options with you. The clerk may need to know the purpose of your appointment to assign an appropriate time and visit length.

If you are feeling unwell you are always welcome to come see a nurse at any time, an appointment is not necessary.

2. I am not a patient of one of the health-care providers at the McAdam Health Centre but need to be seen, what do I do?

If it is an Emergency call **9-1-1**.

If you are feeling unwell and require attention, please call the health centre and ask to speak to a nurse. The nurses at the health centre are available from Monday-Friday, 7 a.m.-7 p.m. You can also call for an appointment time or come to the health centre to be seen by a nurse during regular business hours. It is not required to have a doctor or nurse practitioner at the health centre to be seen by a nurse. Every effort will be made to see you receive the necessary treatment.

For more information call 784-6300.



3. How do I make an appointment with Public Health for immunizations?

If your child is due for immunizations (needles), you can contact the health centre to book an appointment for the Well Child Clinic, held once a month.

If your child is due for their Toddler Assessment, this appointment must be booked by calling the Public Health office in Woodstock at 506-325-4630. The assessment will take place at the McAdam Health Centre.

4. How do I access Mental Health Services?

Mental Health service is provided on site by Fredericton Community Mental Health Services. You can be referred by a provider (nurse practitioner, doctor) or you can refer yourself by calling 506- 453-2132. If you need to talk to a health-care provider, you are welcome to come to the health centre, or call the health centre and ask to speak to a nurse.

If it is an emergency call 9-1-1 for immediate assistance or visit the nearest Emergency Department for urgent care.

5. How do I access services that are not available at the McAdam Health Centre, such as Physiotherapy, Respiratory Therapy, X-Ray, Specialists?

For most of these appointments you will need a referral (letter) from doctor or nurse practitioner. Make an appointment with your health-care provider to discuss the referral need. The letter will be sent from the health centre to the service you need and they will contact you with an appointment time.

For x-rays there are several options:

1. If the need is urgent you can take your requisition with you to one of the walk-in services at the Dr. Everett Chalmers Regional Hospital in Fredericton or Charlotte County Hospital in St. Stephen and have your x-ray there.
2. You can have your x-ray booked at the service of your choice - Harvey Health Centre, Dr. Everett Chalmers Regional Hospital, Oromocto Public Hospital, Charlotte County Hospital or the Upper River Valley Hospital. The clerk will send your requisition to a Central Scheduling Department at DECH and they will schedule the appointment for you and advise you in writing of the date and time.
3. If you would like to book an appointment for an x-ray at the Harvey Health Centre, the clerk at the McAdam Health centre will arrange that for you.



6. Can my family member or friend bring my child to their appointment?

If your child is under 16 years of age and has to be seen at the McAdam Health Centre for a non-urgent visit, we will need the consent of a parent or legal guardian to proceed with the appointment/visit. This is a health care policy and is not unique to the McAdam Health Centre

If a family member or friend is bringing the child to the appointment, the parents or the legal guardian can call the health centre to inform the staff that you are consenting to the visit. The doctor or nurse practitioner can see children without parental consent for some things – this is at the discretion of the doctor or nurse practitioner. If you have any questions or concerns about required consent, please call the health centre.

7. I am new to the McAdam area, how do I transfer my care to a provider at the McAdam Health Centre?

If you are a **resident of McAdam** and would like to transfer your care to a provider at the McAdam Health Centre, you just need to come to the health centre and the receptionist will be able to assist you.

*We will ask you to bring a bill statement (a utility bill, phone bill, cable bill) or official correspondence (letter) of some kind with your name and McAdam street address on it.

If you have any questions about this please call 506-784-6300.

8. My prescription is running out, what do I do?

You have several options if you need to have your prescription renewed.

1. **Make an appointment** with Dr. Smith, Dr. Olmstead or Nancy Oxner (your Primary Care provider) to get a new prescription. This is preferred as some medications need regular monitoring. You should book your appointment at least a month before your prescription runs out.



2. **Call your pharmacy** and ask them to send a list of the medications that you need to have renewed to the McAdam Health Centre. This will make sure the health centre has the correct list of prescriptions, including your correct dose. The health-care provider at the health centre will either call in your prescription or send the renewal back to the pharmacy directly.

To reduce the risk of error, we are asking that you contact your pharmacy first if you need a prescription renewed. The health centre fax number is 784-6306. Ask the pharmacist to fax the list of medications that you need to the McAdam Health Centre. If your pharmacy does not provide this service please call the health centre.

3. **If your prescription has expired** and you are running out of medication or your health-care provider is not in to renew your medication you can call your pharmacy and ask if they can dispense medication to do you until you can get a refill ordered.

If your primary care provider is not at the McAdam Health Centre, call your doctor's office to get your prescription renewed. If your health-care provider is not in to renew your medication you can call your pharmacy and ask if they can dispense medication to do you until you can get a refill ordered. The providers at the health centre may not be able to help you if your prescription has run out and you are not their patient.

Prescriptions may take two business (office) days to complete depending on how busy the health-care provider is on any given day. Please do not wait until you are out of medication to have your prescription renewed, the health-care provider may not be able to renew the prescription for when you need it.

Contact information

McAdam Health Centre

15 Saunders Road,
McAdam, NB E6J 1K9
Phone: 506-784-6300

Hours: Monday to Friday, 7 a.m. to 7 p.m., Closed on all Statutory Holidays

