

Letter of Introduction from Dr. Alex Nataros

I would like to welcome you to my practice at Port Augusta/Crown Isle Clinic. It is a privilege to be your family doctor. For those patients who already have charts at the clinic I look forward to providing continuity to your medical care. I plan to work in clinic minimum 4 days a week and ensure same-day availability for bookings. Please ask the front desk for my office hours.

The following are a few suggestions that can hopefully make your appointments mutually more satisfactory:

- For telehealth appointments, you will receive a call in the calendar day before 9pm; if you need a specific time range, you must specify this to the office team when booking
- Please bring all current medications to each office appointment.
- Be sure to book the appropriate amount of time for the problems you need to cover – please make this clear to the team while booking – there may be appointments when we can only cover one issue.
- If there is not enough time to discuss your priority issues, I will ask you to book a follow up appointment.
- For patients with complex care, limited mobility/cognition/capacity or anyone who would like the support, I would encourage the presence of a family member or caregiver to help outline problems and assist with the recommended therapy.
- Prior to leaving the office please ensure all the requisitions you have are properly labelled.
- For rechecks or regular follow up appointments, please book them at the reception desk prior to leaving.
- Either myself or an allied team member will contact you with abnormal or significant lab/imaging test results or request that you come to discuss in a follow up appointment. You will not typically be notified of normal results; I would encourage you to review your blood test results online, <https://secure.myhealth.ca> and will be happy to discuss these in a follow up appointment.
- The prescription of opioid and sedative medications have been recognized by the medical community, including the College of Physicians of BC, to have harms that may outweigh benefits. This guides my own practice.

My goal is to form a partnership with you to support your physical and mental health – I hope you will take responsibility for working toward the healthy lifestyle key to your own wellbeing, while I will endeavour to share my medical expertise and collaborate with other healthcare team members to support our shared goals for your health. Good resources towards these goals include www.preventioninhand.com, www.patient.info and www.mayoclinic.org. Few of us, myself included, have a completely healthy lifestyle, but we can each take one step at a time towards healthier life choices.

I look forward to being a partner in your medical care.

Sincerely,

Dr. Alex Nataros
BSc MD CCFP