

BRIGHT LIGHTS AWARDS

2024

3. Investing in the digital health of primary care Aurora-Newmarket Family Health Team

Streamlining Access: Improving Phone Wait Times and Online Booking with Patient-Driven Solutions



Our team is leading the way with innovative centralized booking within an integrated care environment, ensuring timely access to care. By prioritizing patient needs, we show how online booking can enhance provider and office efficiency while strengthening primary care networks within Ontario Health Teams (OHTs). Our approach also offers practical solutions to common challenges in primary care, including call center and phone system issues.

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