

Welcome to Summit Medical!

About Us

Summit Medical is home to the offices of Drs. Easterbrook, Ramic, Thompson, and Westendorp. All four physicians provide comprehensive Family Medicine care. Drs. Ramic and Thompson share a practice, so their patients may see either physician at any time. Otherwise, patients will be booked with their own physician, with the exception of urgent appointments when their physician is away.

Our Office

Our office is located at 500 Garafraxa St. E, Unit 1A, in Fergus. We are open 9:00 am to 5:00 pm Monday through Friday, and closed for lunch from 12:00 pm to 1:00 pm. Our phones are answered from 9:00 am to 11:30 am and 1:00 pm to 4:30 pm Monday to Thursday, and 9:00 am to 11:30 pm on Fridays. You may leave a voicemail at any time. On occasion we have an extended lunch for staff training updates and office meetings.

Appointments

We aim to keep our wait time for appointments between 1 to 3 weeks, with urgent slots set aside each day for things that cannot wait. Call us to book your appointment and let our staff know all of the things that you wish to discuss, so that you can be booked for an appropriate length of time. Most of our appointments are approximately 10 minutes long. If you have multiple concerns, we will address as many as we can reasonably accommodate at one appointment. However, in order to keep our waiting room moving, we may ask that you book another appointment if we are not able to review all of your concerns at once. Please note, that this may be one complex medical problem in one appointment or a few minor concerns - it really depends on how much time we need to medically evaluate and discuss each issue. We will work with you to ensure we address your most pressing needs first. Urgent appointments are limited to the immediately urgent concern only.

Cancellations/Late appointments

We ask that you give us at least 24 hours notice for cancelled appointments. If it is outside regular office hours (i.e. the weekend), feel free to leave a message on our answering machine. Missed appointments without notice will be charged at the appointment fee (see fee list) - as we still need to pay our staff and the rent, and it's an appointment slot that could have been used by someone else. Of course, if there are extenuating circumstances, please let us know! If you are more than 10 minutes late for your appointment, we will do our best to accommodate you, but note that this will not always be possible, and you may be charged a missed appointment fee and asked to reschedule.

Fees in Clinic

Most of our services are covered by OHIP - see our list of fees for exceptions. Fees will be discussed with you prior to us completing the service whenever possible. There are also fees for cancellations and late appointments as above, as well as fax renewal fees. A "Fax Renewal Fee" is charged when you request a refill from your pharmacy when there are none left from your original prescription. At this time, your pharmacy will fax us a notice, and we will review your chart to see if the refill is appropriate (i.e. ensure all monitoring parameters for that medication are up to date). There is no fee for renewals in appointments - we would prefer that you book an appointment for renewals, as we may find on our review of your chart that we need to discuss the refill with you in the clinic regardless.

Controlled Substances

You MUST have an appointment for any renewals of controlled substances. This includes narcotics (T3s, percocet, morphine etc.), certain sleeping pills (zopiclone, ativan etc.), some anti-anxiety medications (clonazepam, lorazepam etc.), ADHD medications (concerta, ritalin etc.) and others. Please plan accordingly, and book your appointment well ahead of time to ensure you don't run out of medication. To comply with best practice, we are working on having all of our patients who take chronic narcotics to sign opioid contracts - don't be surprised if we bring this up at your appointment, we are doing it for everyone. Remember, controlled substances will ONLY be renewed in an appointment.

Learners in Clinic

We work with students in the clinic at times. These may be medical students or resident physicians, at different stages in their training. If able, our staff will let you know if you are being seen by a student when you book your appointment. We are always supervising our students, and your physician will come and see you as well if the student, you, or the physician has any concerns. This will vary depending on the student's level and competence as well - a brand new medical student will receive significantly more supervision than a resident who has almost completed their training. Our learners are always looking to improve, so if you have any comments about their care (good or bad) please let us know.

MD Call Requirements

In Fergus, all of the physicians work at the hospital as well. This means that at times we will be on call for the hospital. On occasion, we've had to cancel clinics at the last minute due to an emergency at the hospital. This is rare, but it does happen. If your appointment needs to be cancelled, we will let you know as soon as we are able, and we will reschedule you for as soon as possible.

Harassment Policy

Please be polite. Our staff and physicians deserve to be treated with respect. We have a strict no-harassment policy. Yelling, swearing and threatening the staff or other patients is unacceptable, and you will be asked to leave, or we will hang up the phone. Harassment may result in dismissal from the practice, and you may need to find a new physician.

Test Results

We aim to notify patients of all abnormal results, or results that need follow up. You may get a call from our nurse who will relay messages from physicians. We also try to call regarding all major tests, for example CTs and MRIs. If it's been over two weeks and you haven't heard your test result, please feel free to call and ask - our nurse will let you know the results if able, or ask the physician to look into it further. Most tests should be back within this timeframe, however there are exceptions (i.e. holter monitors) that often take longer. If you want to review your results with your physician, you are also welcome to book an appointment for this purpose.