

urgence

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Le Bulletin... Vivre en harmonie

Letters:

Questions medical co-op clinic

I have just returned from what I thought was Aylmer's only walk-in clinic. When did the medical center on Notre Dame become a "Members Only" clinic? My two year old son has been very sick for the past three days and when I called Info-Sante, they told me his symptoms were those of Pncumonia and to get him in to the clinic right away to be checked. Rather than wait at least three to four hours

at CHEO, I went there. Was I surprised when, after waiting in line for 20 minutes, I was told that unless I pay a premium and become a member, my child cannot be seen by any doctor there. The lady behind the counter looked at me rather rudely and told me to go to my family doctor. I'm not sure about other family physicians, but mine doesn't work on an emergency basis. He is very busy all the time and it takes at least a month to

get in to see him, if not more, and he cannot bump other patients for me. She never told me where else I could go, either. I am so disgusted with Aylmer's health centres.

When I called the number for the clinic this morning, of course an answering machine answered and it never said anything about needing to be a member. Plus it said the doors open at 8 am. The lady told me they only accept non-members until 8 am. So when did the doors open? Where

do tax paying citizens (of Aylmer) go when they are sick and need to be seen right away instead of waiting in a hospital for hours or waiting months for their family doctors? I ended up having to go to the Appletree Clinic on Carling in Ottawa and paid \$52 for my child to be

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seen. Quebec will reimburse me \$30 of it. Turns out he has an infection in his lungs and not pneumonia.

Do we honestly have to put up with being treated like I'm worthless just because I'm not a member? I will gladly go and pay in Ontario the next time because the treatment I received was

incredible. They were so friendly. Unlike the staff at the clinic here — when it comes to a child who has a very high fever and hasn't been able to eat for three days or been able to sleep, sorry, they could be a little nicer.

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