

## QEH Pediatric Clinic

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Ph: 902-894-2440

Fax: 888-391-2798 (effective Sep 26, 2024)

Email: [pedsclinic@ihis.org](mailto:pedsclinic@ihis.org)

## MEMORANDUM

**TO:**  
**FROM:** QEH Pediatric Clinic  
**DATE:** Aug 28, 2024  
**SUBJECT:** Clinic Transition to Telus CHR

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Hello

We are excited to announce that our clinic will be transitioning to the new Telus CHR starting Thu, Sep 26, 2024. This change aims to enhance our efficiency and improve patient care. As we prepare for the transition, there are a few important housekeeping items that we need to address:

- **New Fax Number**
  - Effective Thu, Sep 26, 2024, our new fax number will be 833-391-2798. Please update this information in all relevant places, including your contact lists, internal databases and any other platform where our contact details are stored.
  - Please note, our old fax number 902-894-2477 will be operational for a limited time but will be phased out.
- **CHR Incoming & Internal Referrals:**
  - Internal CHR referrals should be directed to Service Provider - *QEH Pediatric Clinic Central Referral*. Please do not send to specific providers.
- **CHR Internal messages:**
  - To ensure prompt and efficient handling of internal CHR messages, please direct any unsolicited internal patient related messages to inbox *QEH Peds Clinic Front Desk*. Our staff will triage and address these communications, ensuring that they are addressed in a timely manner. This approach also safeguards against delays when physicians are unavailable.
- **CHR Appointment information:**
  - Our internal workflow stipulates that patients are notified of their appointment no earlier than one month before the scheduled date. Even within this timeframe, there may be specific workflows and requirements that must be met by our program. Please do not give out appointment information to other clinics or patients. Please direct them to contact our clinic should they have any questions.

We appreciate your cooperation and attention to these important details as we make the transition. If you have any questions or need further clarification, please do not hesitate to reach out to our office.

Thank you,

Kari L. Doiron, CHIM

Clinic Coordinator

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