

SPRING NEWSLETTER

QUEEN SQUARE

Introducing Our New Logo!

Queen Square Doctors & Family Health Team is excited to unveil our new logo! This updated look reflects our renewed commitment to providing seamless, accessible, and compassionate care. It represents our shared values and the strong collaboration between Queen Square Doctors and the Family Health Team.

Our journey began in 1964 when Dr. Keith Taylor, Dr. Dave Wilson, and Dr. Mike Dennis opened Queen Square Doctors in downtown Brampton. Though the original building no longer stands, we remain rooted in the heart of Brampton with a growing impact on the community.

In 2011, we expanded our mission by launching the Queen Square Family Health Team, with the goal of improving access to comprehensive, team-based primary care. Since then, we've welcomed new members to our team, allowing us to grow and further strengthen the care we provide. Many of the dedicated team members who were part of that initial group continue to serve our community today.

Over 60 years later, we're proud to serve Brampton with passion and dedication. Our updated branding will soon appear across various materials, and we appreciate your continued support. Thank you for being part of our journey!



IMPORTANT REMINDERS

Enrollment Forms

Some patients may receive an enrollment form from our clinic via email. This could occur if you have not previously signed an enrollment form or, in some cases, if your enrollment was terminated by OHIP for various reasons. If you receive this form and are interested in continuing care with our clinic, please complete the form and return it via email to enrollment@qsdocs.ca, mail it in, or drop it off in person at our clinic. If you no longer wish to be a patient at QSD, kindly inform our team so we can properly close your file.

Cancellation Notice Fee

Please be aware that cancellations made less than 24 hours before your appointment may incur a charge, as outlined in our clinic policies. Additionally, missed or late appointments may also be subject to a fee. We kindly ask that you notify us as soon as possible if you need to cancel, so the appointment can be made available to others who may need it.

Appointment reminders via text

Queen Square is now using text messages to send appointment reminders and other important updates. You can expect to receive messages from the following numbers:

- **Appointment Reminders: (647) 372-2388**
- **Office & Physician Communications: (647) 496-7140**

Please keep an eye out for these messages.


Using CHIME to check-in

We are now using CHIME for patient check-ins. When you are at the doctor's office, please check in using the kiosk in our waiting area. This will help us serve you more efficiently and ensure all your information is up to date.



ZERO TOLERANCE POLICY ON MISCONDUCT, HARASSMENT, AND VIOLENCE

Queen Square is committed to providing a safe, respectful, and inclusive environment for all patients, staff, and visitors. We have a zero-tolerance policy for any form of misconduct, harassment, abuse, threats, or violence.




Any behavior that is aggressive, abusive, discriminatory, or otherwise inappropriate—whether verbal, physical, or written—will not be tolerated. Individuals engaging in such conduct may be denied service, asked to leave the premises, and, if necessary, reported to law enforcement.

This policy is in accordance with the Occupational Health and Safety Act (OHSA) and other applicable laws in Ontario to ensure a safe and respectful workplace.

Thank you for your cooperation in fostering a safe and professional healthcare environment.

A MESSAGE FROM OUR ACCOUNTING TEAM



Due to the increased amount of paperwork requested for our physicians to complete on behalf of our patients, please anticipate an approximate wait time of 2 - 4 weeks to be completed. Please note this is an approximate wait time. The Accounts Team will contact the patient once the paperwork is completed.

Monday to Thursday: 8 AM - 5 PM

Friday: 8 AM - 4 PM

(905) 455-5464

patient.accounts@QSDocs.ca

We will reply to your voicemail or email within the next business day



DOCTOR'S OFFICE HOURS

Monday	8am to 8pm
Tuesday	8am to 8pm
Wednesday	8am to 8pm
Thursday	8am to 8pm
Friday	8am to 4pm
Saturday	9am to 1pm
Sunday	9am to 12pm

ONLINE BOOKING VIA
MEDEO IS NOW
AVAILABLE!



Scan the QR code to book
an appointment with
your physician using our
online booking system!

LEARN ABOUT OUR PROGRAMS AND SERVICES!



Scan the QR code to learn
about the various
programs and services
offered by our Family
Health Team!

AVAILABLE PROGRAMS AND SERVICES IN THE SPRING

***NEW* Brain Health Series**

Learn about our thinking skills and practical tools to optimize them!

When: Monday, April 28 at 4:00 - 5:30 PM

Topic: Attention

Monday, May 26 at 4:00 - 5:30 PM

Topic: Memory

Monday, June 23 at 4:00 - 5:30 PM

Topic to be determined.

Where: Virtual via Zoom

Registration: Contact us at 905-453-1453 ext. 343 or 329 to register.

Chronic Pain Education Workshop

When: Tuesday, May 20th 4:00 - 6:00PM

Where: Virtual via Zoom

Registration: <https://www.queenssquarefht.ca/chronic-pain/>

Senior Social Club

When: 4th Friday of every month 10:00 AM - 12:00 PM

Friday, April 25th

Topic: Understanding Thyroid Disease

Friday, May 24th

Topic: Bone Health

Friday, June 27th

Topic: Brampton Fire & Emergency Services

Where: In Person OR Virtual via Zoom

In Person Address: North Bramalea United Church

363 Howden Blvd., Brampton

Registration: <https://www.queenssquarefht.ca/seniors-social-club/>

FREE Individual counselling

For adults 16+ through Ontario structured psychotherapy program in partnership with CarePoint Health.

Registration: www.ospcarepointhealth.ca



AVAILABLE PROGRAMS AND SERVICES IN THE SPRING

Anxiety & Depression Cognitive Behavioural Therapy (CBT) Group

Healthcare Provider Referral Required

Where: In Person and Online Groups Offered.

Registration: <https://www.queenssquarefht.ca/mental-health-program/>

Wellness Workshops

Free Online workshops. Multiple dates offered.

Topics: Self Esteem

Supporting Grieving Children (NEW!)

Grief & Grieving

Coping with Stress

Healthy Relationships

Where: In Person at Brampton Libraries OR Virtual via Zoom

Registration: <https://www.queenssquarefht.ca/wellness/#workshops>



Gender Affirming Care Program

Navigating Hormone Therapy: 60 minute info session by Registered Pharmacists on medical transitioning therapies. Multiple dates offered.

CBT Affirm group therapy: For ages 16-29 - group designed for LGBTQ+ manage stress. AFFIRM supports mental & sexual health, enhances coping skills, and validates strengths of participants.

Registration: Please contact us at 905 453 1453 ext. 328 or 334 OR visit our website at <https://www.queenssquarefht.ca/gender-affirming-care/>

Cholesterol Workshop

When: Monday, May 12th at 5:00 - 6:30 PM

Where: Virtual via Zoom

Registration: <https://www.queenssquarefht.ca/registered-dietitians-services/>



Quit Smoking Educational and Peer Support Group

When: Monday, May 12th at 5:00 - 6:30 PM

Where: Virtual via Zoom

Registration: <https://search.caredove.com/org/service/31164>

