



## MEDICAL SPACE

### Opening Soon

Sudbury, ON  
Pickering, ON  
Thunder Bay, ON

### “Still” Available in 2014

Nanaimo, BC  
Uxbridge, ON  
Windsor, ON

## FOR DETAILS

Contact Tara at  
[tara\\_stanford@primacy.ca](mailto:tara_stanford@primacy.ca)  
1-877-633-7722 ext. 221



## This Issue:

Warm Welcome Pg. 1  
Clinic Updates Pg. 1  
Charitable Efforts Pg. 1  
Primacy Address Pg. 1  
Working Together Pg. 2  
Key Contacts Pg. 2

### ***A Warm Welcome to...***

*We would like to welcome the following NEW clinics into the Primacy family!*

- Dr. Ayman Basta and staff of **Saint Mark Medical Clinic** in Winnipeg, MB.
- Drs. Joe Goodman and Ralph Bieg, along with colleagues and staff of **Lonsdale & 17<sup>th</sup> Medical Clinic** in North Vancouver, BC.
- Dr. Anne Gaskin and staff of **Limestone Medical Clinic** in Kingston, ON.
- Drs. Kamal Rahal and Jasdeep Bhattal, associates and staff of **Abby Central Medical & Dental Clinic** in Abbotsford, BC.

### SPRING CLEANING

With the warm weather approaching, please test your A/C unit now (before you need it) and call Primacy if there are any issues.



### ***Horizon Family Medicine Gives Back!***

A six-member medical team from two Primacy clinics in **Red Deer** and **Sylvan Lake**, Alberta spent one week in Haiti (ARISE compound in Grande Goave) seeing patients in one of areas most in need. A big thank you goes out to Drs. Marci Wilson, Ray Comeau, Mandy Hyde and Chauntille Munchinsky and Martin Penninga and Denise Hubert for your charitable work. **Additional thanks go to the Loblaw DRUGStore Pharmacy for providing much needed medical supplies at cost for this great cause!**



**Primacy Management Inc.**  
100-2321 Fairview Street  
Burlington, Ontario L7R 2E3

**Phone:** 1-877-633-7722  
**Fax:** 1-888-511-0219  
**Web:** [www.primacyclinics.ca](http://www.primacyclinics.ca)



Left: Dr. Comeau, Dr. Munchinsky, Dr. Fritz (Local Doctor), Dr. Wilson and Dr. Hyde  
Right: Shirley (Local Pharmacy Assistant) and Martin Penninga



## “Working Together”

### CONTACT US

Phone # (877) 633 - 7722

President

John M. Boag ext. 225  
john\_boag@primacy.ca

General Manager:

Melanie Holek ext. 223  
melanie\_holek@primacy.ca

Director - Site Development:

Tara Stanford ext. 221  
tara\_stanford@primacy.ca

Manager - Admin. & Finance:

Diane Fisher ext. 222  
diane\_fisher@primacy.ca

Regional Manager:

Elizabeth Bannon ext. 231  
elizabeth\_bannon@primacy.ca

Facilities Administrators:

Jaclyn Peters ext. 230  
jaclyn\_peters@primacy.ca

Nicole Morreale ext. 228

nicole\_morreale@primacy.ca

Health-Local

Gary Leung

On-Line Advisors:

Theresa Ryde  
Daniel Boag

Health Editor:

Jennifer Pretty

Chief Medical Officer:

Dr. Lisa Vincent

Managed Practice Manager:

Michael Peluso (Calian)

The Primacy Medical Clinic program requires effective communication to achieve a positive outcome for all parties. The Loblaw Pharmacy, the Store, and of course the Medical Clinic each have a major role in achieving this outcome. Primacy has been a huge advocate in getting all parties to *Work Together* and believe we have made great strides over the past year. We’ve had the chance to interview one person from each stakeholder group to learn how they make the program run successfully. Thanks to Marion Moeller, Dave Brown and Dr. Goyal for their valuable insight!

### Marion Moeller, Pharmacy Manager (Sussex, NB # 389)



#### “Absolutely love having the Medical Clinic at the Store”

**Q:** Do you have a good rapport with the staff and physicians at the Medical Clinic?  
**A:** “Absolutely... we visit the physicians on a daily basis.”

**Q:** What do you do to “WIN” the business of the doctors every day?  
**A:** “We take care of some of the nuisance things for the physicians... organize their samples room, take care of sharps disposal & expired drugs.”

**Q:** Overall, are you satisfied with the Medical Clinic at your store?  
**A:** “Yes. Super convenient when we have problems, they are right there.”

### Dave Brown, Store Manager (Calgary, AB # 1542)



#### “It’s a very valuable partnership with the Doctors”

**Q:** Has the Primacy Medical Clinic attracted new customers to your store?  
**A:** “We’ve definitely seen a lift in our OTC sales, health and beauty sales.”

**Q:** Do you have a good rapport with the staff and physicians at the clinic?  
**A:** “I’m noticing a lot more interaction with the medical staff. They also reach out when they have problems... then at the store level I can fix them quickly.”

**Q:** What do you do to “WIN” the business of the clinic every day?  
**A:** “I act like it’s a partnership. It is really important to have a good relationship and deal with the easy things at store level to keep everyone happy.”

**Q:** What advice can you suggest to other store managers?  
**A:** “A lot of times just taking the time to deal with the little things can go a long way to help our business at the end of the day. The busier the clinic...the busier the Pharmacy & Store.”

### Dr. Sohal Goyal, Medical Director (Mississauga, ON # 1080)



#### “Our patients love our clinic location...very convenient for them”

**Q:** How do you work together with the Pharmacy on-site?  
**A:** “We are more likely to call our pharmacy because we have such a good relationship (and trust) with them. We are lucky that we have a great pharmacy team.”

**Q:** Has Primacy helped to resolve issues and problems associated with your business?  
**A:** “Primacy makes it very easy for me to run our business at the Store. Definitely, Primacy has added value to our practice....we enjoy working with the Primacy Team.”