Newmarket Clerical Meeting:  February 26, 2025

In Attendance:  Sue Kotsopolous, Peter Kotsopolous, Lynne Kylelis, Rosalba Simone, Sharon Swider

On site meeting: Open Agenda

Issues:

Dealing with angry patients.  Clerks try very hard to appease angry x-ray patients.  They offer them the choice to go to Southlake and they give the patient a token to get out of the parking lot.

This will not get better due to extreme shortage of technologists in Ontario. Staff to explain that to them…signage has been done.

Addendums:  Satisfactory

Verbals:  Clerks are having a hard time reaching the daytime rad between 3:30 and 4:00. Suggested that they reach the rad that comes on at 4.

Phones:  Front desk has only one phone turned on. Both phones should be on and help out whenever they can.  Also pointed out that if a booking clerk is calling them they should pick up the call as likely urgent.  Most of the time it is a patient looking for a requisition or a doctor looking for a report.

Another issue on the phones is when patients are calling to book an ultrasound and x-ray at the same time, (the clerks try to push booking the ultrasound) patients are more likely to go to the clinic where they can get both exams done at the same time.

The cleaning people are not doing a good job in general.  The bathrooms, the floors, dusting, etc.

A few items that need repair:  John is looking at them

Change room hook.

Need doorstops on for the x-ray room, kitchen, and front door.

TO Dos:

Cleaners: Need to chat with building management: Rosalba

Repairs/purchases: 3 door stops/Rosalba

 Repairs: Rosalba/John