



It's all under one roof at Health One in Milliken. Called the health care wave of the future, one-stop clinics are flourishing in North America. Here, Nurse Carol Burrows and Dr. Darryl Milne review a patient's chart.

— Chris Sylvia-Prefontaine

## '80s health care One-stop clinic 'wave of future'

By Chris Sylvia-Prefontaine  
Total health care centres have been flourishing out west, in Quebec and in the U.S. for a decade. Are they the "wave of the future" for Ontario?

Dr. Darryl Milne, graduate of Markham District High School and more recently of the University of Toronto, thinks so.

As a result of that belief, he joined the staff at the Health One Clinic at the Markham SuperCentre.

"These clinics are good because the all-inclusive testing facilities allow for more complete care," said the general practitioner.

Patients no longer have to travel to various locations when there is a need for medical support services. Health One offers X-Ray, laboratory studies, ultra-sound, pulmonary function testing and much more.

The clinic is open six days a week.

Since sudden illness and accidents are neither convenient nor predictable, an appointment is not necessary — walk-in patients are welcomed and waiting time minimized.

In addition to extensive diagnostic equipment, there are a number of specialized examination rooms to facilitate minor surgical procedures such as suturing of lacerations and the application and removal of casts.

The capability to handle minor emergencies combined with extended hours and short delays makes these clinics attractive to anyone who has ever waited three or more hours at a hospital emergency room.

Markham's Carol Burrows is a registered nurse and has been working at Health One since its inception in last November.

As the newly-appointed manager, she views the fact that there are a number of specialists working at the clinic as another plus.

Besides three general practitioners, there are two dentists, an optometrist, podiatrist and two chiropractors on staff.

"One day I had a man phone up... and make an appointment to have a physical at noon, to see the dentist at 1:00 and the optometrist at 2:00," said Burrows.

The various physicians generally work quite closely, consulting one another whenever a specialist's opinion could improve the quality of patient care.

Former hospital administrator Ron Woods opened the clinic in an attempt to offer Markham residents both convenience and service.

"We are service oriented," said the President of Health One. "You see places that, in my opinion at least, the patient comes second and the professionals come first."

He strives to achieve the opposite, providing the patients with an opinion survey to ensure that his facility has met expectations.

Woods finds that many local residents are unfamiliar with the clinic concept and so are still uncertain as to its use.

"We are not just a walk-in," stressed Woods.

Seventy-five per cent of their work is done by appointment.

Some people see total health centres as just a source for episodic care but, "the majority of people who come stay to develop a routine relationship with a physician," Woods concluded.

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