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**IMPORTANT ANNOUNCEMENT: Introducing **NEW** ONLINE BOOKING SYSTEM  
for Vintage View Medical patients**

Dear Patient,

Due to unprecedented increase in demand for medical services and in light of current COVID-19 Pandemic restrictions, we have experienced a marked increase in Telehealth (phone or video) services, so this has become a common way for you to access your medical care. This change also impacted our ability to provide immediate response to the increasing requests made by phone by our patients.

To further improve our services to you, including by ensuring your ongoing ability to keep connected with your family doctor, we have expanded our services and created a clinic website ([www.vintageviewmedical.ca](http://www.vintageviewmedical.ca)), which has been online since March 2020. We have encouraged all our patients to access the website regularly for the latest information about our services, our clinic operation and various ways to improve your access to healthcare services and to improve your overall health.

Now we would like to introduce an improved service, our **NEW** ONLINE BOOKING SYSTEM for Vintage View Medical patients. While booking online with us in itself is not new, the new system is a significant improvement over the previous one, which will function in parallel for a short interval. This service can be accessed through the [Book Online](#) page of our website, however the direct link is listed below (please bookmark in your browser).

<https://vintageview.bookmd.ca/>

We encourage you to try this service, and hopefully make it your favourite way to book, as we believe it will enhance your ability to see your physician (in person or virtually) even when phone lines are congested due to heavy demand. We have upgraded this service to help you.

We look forward to hearing about your experience with our new ONLINE BOOKING service.

Your Doctor,

Vintage View Medical