



Oct. 15, 2020

Dear Clients,

Re: New Electronic Health Record

As we continue to provide you with quality services, Unison will change to a new computer system for your health records.

In November – December 2020, our front desk, health care and social service staff will be learning to use the new system. During this time, we will be able to offer fewer appointments, especially during December. We will be available for limited urgent appointments. We apologize for any inconvenience; however, we are required to make this change.

We will protect the privacy of your personal health information during the change to the new system, in keeping with Our Statement of Information Practices.

If you have any questions about the change, please speak to Farah Begbie, Organization Health Systems Manager, at 416-787-1661 ext. 3304, or Julie Callaghan, Senior Director, Community Health and Quality / Privacy Officer, at 416-653-5400 ext. 1241.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in black ink that reads "Julie Callaghan". The signature is written in a cursive, flowing style.

Julie Callaghan