

Enhanced Care Clinic
3857 Lakeshore Blvd W, Toronto M8W 0A3
Phone: 416-3542640
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Enhanced Care Clinic
Healthy • Quickly • Safely

Important Update from Your Family Physician

February 20, 2025

Dear Patients,

We are pleased to inform you that the Enhanced Care physicians below will be **expanding their practice and becoming a Family Health Organization FHO**, starting March 1, 2025.

Dr. Amir Boutros
Dr. Ing Je Chen
Dr. Tsuyoshi Katsuta
Dr. Nazanin Rajabi

We will still be working at the same location at Enhanced Care Clinic Etobicoke (3857 Lakeshore Blvd, Toronto) and will be increasing availability for you. With our new Online Appointment Booking system, **you can now see all the available appointments in your family doctors schedule and book directly without needing to call the clinic.** Please book your next appointment at:

<https://www.enhancedcare.ca/online-booking/>

With this FHO expansion, you have access to services like virtual care and telephone calls, not available for non-rostered patients. **We request all of our patients to see their family physician for any of the medical needs and refrain from seeking care with outside doctors or at walk-in clinics. You can continue to visit all of the walk-in clinics at Enhanced Care and specialists with no change.**

Please remember that as a rostered patient in our clinic, we are here for your overall health, including urgent issues. We now will have **after-hours clinics** available for you, including when your physician is out of the office. You can indicate that you belong to one of the physicians at the clinic and the team will look to accommodate you in a timely manner. Please call the clinic first if you are in need of care and we will try to have an **urgent same day appointment** available for you. If it is an emergency, please visit the nearest hospitals.

We would like to thank you and your family for the confidence that you have in our medical care. It is a pleasure working with you to address your health challenges and concerns and hope to continue to do so in future.

Sincerely,

Dr. Amir Boutros
Dr. Ing Je Chen
Dr. Tsuyoshi Katsuta
Dr. Nazanin Rajabi

Q&As

1. Do I need to sign up to stay in the practice?

No, there is no additional paperwork required for my practice joining the Enhanced Care Etobicoke Family Health Organization. If you have not signed the Ministry roster form yet, please complete that as soon as possible so you can remain in my practice.

2. Does Dr. Rajabi work at multiple locations?

Yes, Dr. Rajabi works at two locations within Enhanced Care Clinic.

Main Office on Monday, Wednesday, Thursday, Friday: 3857 Lake Shore Blvd W, Etobicoke, ON M8W 0A3 [Lake Shore & Brown's Line]

Secondary Office on Tuesday: 250 Wincott Dr, Unit 3G, Etobicoke, ON M9R 2R5 [Kipling & Eglinton]

3. What happens if I need to see a doctor soon?

We will have same day appointments available most days we work to address urgent cases. We will also have an after-hour clinic available for you. Please contact the office.

4. What if I need my prescription renewed/refilled?

Please contact your pharmacy to fax a refill request to us. Please note that the pharmacy is now also able to provide an extension of your prescription until your next appointment/receiving the prescription from the office.

5. What if I have outstanding results and reports to be reviewed?

You will be contacted as usual for any results requiring review. I will have dedicated staff to provide you with information to follow up if any action is required. If you require to see me more urgently, please contact the clinic and they will escalate for my review

6. When I call the clinic and leave a message, when do I expect to hear back?

We will have dedicated staff to handle calls and messages for my practice. If you leave a message, you can expect to hear back within the next working day. If you do not hear back, please call back again. To book an appointment, please use the Online Appointment Booking system. You will be able to see all available appointments in my schedule (<https://www.enhancedcare.ca/online-booking/>). If it is an emergency, please visit the nearest hospitals or call 911.