

Your doctor:

Dr. Dean S. Elterman
MD MSc FRCSC

Division of Urology, Department of Surgery
University Health Network
Assistant Professor, University of Toronto



Who is my doctor?

Dr Elterman is a urology surgeon who specializes in voiding dysfunction, sexual dysfunction and pelvic reconstruction.

Dr Elterman meets with patients **by appointment only** at:

- **Toronto Western Hospital Urology Clinic**
Take the Main elevators to 8th floor
- **Toronto Western Hospital Cystoscopy Clinic**
Take Fell elevators to 4th floor
- **Princess Margaret Cancer Centre, GU Clinic**
4th floor, (also called The Prostate Centre)
- **University Urology Associates** at 123 Edward Street,
14th floor (Suite 1404). Call 416 979 9000

What do I need to know about calling the office?

Office hours: 8:30 am – 4:30 pm, Monday to Friday

We know that reaching us by phone can sometimes be difficult. Often our phone lines are very busy or turned over to a message centre so the staff can prepare for clinic visits or help other patients. We will try to return your call within 24 to 48 hours. Our staff will try to call you 2 times. If you do not have an answering machine for us to leave a message, you may need to call us again.

Who is part of my health care team?

University Health Network is a teaching hospital. During your visit and before you see Dr Elterman, you may be examined by people doing their medical training. Your case is reviewed completely with Dr Elterman to make sure you receive excellent care. Also, a clinic nurse works with Dr Elterman who knows about your condition and any treatments, medications and tests you may need.

Important phone numbers

Call Julie D’Uva, Clinical Assistant to:

- make or change appointments
- ask about upcoming test dates and appointments
- ask about your surgery and any test before surgery
- arrange legal letters or sick notes, have insurance and disability forms completed
- prescription renewal
- arrange transfer of records

Phone: 416 603 5800 ext. 5033 | Fax: 416 603 5099

Princess Margaret Nursing Triage: phone 416 946 2233

Call the triage number to:

- ask for blood test results
- share health concerns
- update your nurse about health issues

When you leave a message, say your name and a phone number where you can be reached. Nurses are available Monday to Friday, 9:00 am – 4:00 pm. Any messages left after 4:00 pm are returned the next business day.

What if I need to have any tests after my visit?

Dr Elterman lets the clinic nurses know about any follow-up visits or tests you may need. Some tests are done in the clinic right away. Other tests are done at Princess Margaret or Toronto Western hospital. If these tests cannot be booked during your clinic visit, someone from Dr Elterman’s team will phone you with the date and time of the test.

What if I need surgery?

Waiting for surgery can be stressful. We will call you with your surgery date and let you know about any tests you may need to do. This can take 2 to 4 weeks.

Can I take part in a research study?

Dr Elterman is involved in many research studies. You may be asked by a research team member if you would like to be part of a clinical trial. Taking part in a clinical trial is voluntary. To get information, please see the UHN [research website](http://www.uhnresearch.ca) (www.uhnresearch.ca).

Before you leave the clinic make sure you have:

- ✓ your follow-up appointment, if needed, from clinic secretary

Important: Appointments may change due to surgery and teaching conflicts. If this happens we will call or email and offer you the next available appointment.

What is The Prostate Centre?

The Prostate Centre provides treatment in a single location. Our leading specialists and researchers work closely to ensure you receive the best care available. We also provide patient support services. For more information visit The [Prostate Centre website](http://www.prostatecentre.ca) (www.prostatecentre.ca).



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