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Your physician

Dr Elterman is a faculty member of the Division of Urology at the University of Toronto and is a Staff Urologist at the University Health Network (UHN) in Toronto, Canada. He is the Medical Director of the Prostate Cancer Rehabilitation Clinic at the University Health Network. He completed his medical training and urologic surgery residency at the University of Toronto. Dr Elterman completed a two-year fellowship in voiding dysfunction, neuro-urology, female urology, and pelvic reconstruction at Memorial Sloan-Kettering Cancer Center and Weill Cornell Medical College/New York Presbyterian Hospital in New York City.

Research

Dr Elterman’s clinical and research interests include male voiding dysfunction and reconstruction including prostate enlargement/BPH, incontinence (male sling/artificial urinary sphincter), sexual dysfunction (penile prosthetic surgery); female voiding dysfunction including overactive bladder (sacral neuromodulation), and urinary incontinence. Please know taking part in clinical trials is voluntary.

To get more information about our research or clinical trials, please visit: www.uhnresearch.ca

Our clinics

Dr Elterman meets with patients by appointment only at different locations:

- Toronto Western Hospital, 8th floor Urology Clinic. Take the Main elevators.
- Toronto Western Hospital, 4th floor Cystoscopy Clinic. Take the Fell elevators. This clinic has specialized equipment including urodynamics
- Princess Margaret Cancer Centre, 4th floor GU Clinic—also called the Prostate Centre
- University Urology Associates, 123 Edward St., 14th floor, suite 1404
- Call Natalie Pires at 416-979-9000
**Appointments**

At times due to unforeseen circumstances the wait time to see your doctor may be 30 to 60 minutes.

Appointment cancellations must be made 24 hours before your appointment time; otherwise a charge may be applied.

**About phone calls**

Our office is open from 8:30pm to 4:30pm Monday to Friday. We understand that reaching us by phone can sometimes be difficult. Often our phone lines are very busy or turned over to the message center so we can prepare for clinic visits or help other patients.

We will try to return your phone call within 24 hours. Our staff will try to reach you two times. If we are not able to reach you directly- and you do not have an answering machine for us to leave a message-it may be necessary for you to call us again.

**Your health care team**

*University Health Network* is a teaching hospital. During your visit, and prior to your meeting with Dr Elterman, you may be interviewed and/or examined by individuals who are at various levels of their medical training. Your case will be reviewed completely with Dr Elterman to ensure that you are offered the best possible care. In addition to the medical staff working with Dr Elterman, there is a Clinic Nurse, who knows about your condition, and any treatments, medications and tests you may need to undergo. They will oversee your visit to the clinic and will be available to answer any questions you may have after your visit.
Important phone numbers

Julie D’Uva  
Clinical Assistant to Dr Dean Elterman  
Tel: 416-603-5800 x5033  
Fax: 416-603-5099

• 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

Princess Margaret nursing triage number 416-946-2233  
When leaving a message, please leave your name and MRN (the number on your blue hospital card) and your telephone number(s) where you can be reached:

• for blood test results  
• health concerns  
• to update your nurse on any new issues

If you need letters or forms, please call the surgeon’s clinical assistant because nurses will not return or forward these calls. Nurses are available Monday to Friday, 9:00 am to 4:00 pm. Any messages left after 4:00 pm will be returned the next day.

Preoperative and diagnostic testing  
After meeting with Dr Elterman, he will inform the clinic staff about any follow up appointments and tests you need. Some tests may be done in the clinic right away. Others, such as blood tests, will be done in another department at Toronto Western Hospital or Princess Margaret Cancer Centre the same day.

Please note: there are some tests where you need to return on a later date. We will arrange these for you and call you with a date and time.
If you need surgery

We understand that preparing and waiting for your surgery can be very stressful. We will call you with the details of your appointments, including the surgery date and any tests you need before your surgery. Please note: that we will contact you as soon as we have all the information we need. This can take from 2 to 4 weeks because all surgeons are given operating room time by the hospital.

Before you leave

Before you leave the clinic, please make sure you have your blue hospital card. Pick up your follow-up appointment card with details of your next appointment (if you need one) from the clinical assistant. **Appointments may need to change. If this happens, you would be contacted by phone and offered the next available appointment.**

The Genitourinary Clinic at Toronto Western Hospital and Princess Margaret Cancer Centre

The Genitourinary clinic is a multi-disciplinary facility. It provides men and women with a single location to receive advanced treatment of urological diseases. A leader in research, our clinic's specialists and researchers work closely to make sure that patients receive the best care available.