



OUR CLINIC POLICY

Our Approach to Health

We focus on preventive care and promoting a healthy lifestyle. We recommend age-appropriate preventive measures, including immunizations and screening for certain cancers. This is especially important if you are 40 years of age or older, have a chronic medical condition, or have a family history of health issues.

Emergent and Urgent issues

For emergencies, please go to the hospital emergency department. For urgent and minor issues, call the office to book an appointment. We usually have same-day appointments available during regular hours or at our after-hours clinic. We kindly request that you avoid using walk-in clinics whenever possible.

Walk in clinics

Whenever our patients use a walk-in clinic, our practice is billed for that appointment because the government considers us responsible for your care. This negatively affects our practice as well as our ability to care for you because we may not be aware of your current health status. Therefore, we ask our patients to avoid walk-in clinics whenever possible. We make ourselves available via the after-hours clinic and same-day appointments for urgent issues. Frequent use of walk-in clinics may result in dismissal from the practice.

Booking an Appointment

Visits are scheduled for 15 minutes, which typically allows for the assessment of one major or two minor health issues. You may be asked to make a follow-up appointment to ensure we have enough time to address your concerns properly.

Reviewing results

We do not routinely contact patients to review normal results. If you are not contacted after completing tests and your condition worsens or doesn't improve, we encourage you to book a follow-up appointment for reassessment.

Missed Appointments

Please arrive on time for your appointments. Patients who are more than 10 minutes late may be required to rebook and may be charged a no-show fee. Patients who miss their booked appointments will be subject to a mandatory no-show fee, which must be paid prior to rebooking. Recurrent cancellations with less than 24 hours' notice may also be counted as missed appointments. Patients who miss multiple appointments without reason may be dismissed from the practice.

Code of conduct

We are committed to communicating with you in a respectful, professional, and civil manner. We expect the same courtesy from you. We understand that your circumstances may be stressful, however, we will not accept abusive behavior towards our staff, including threats, vexatious or intimidating conduct, sexual harassment, yelling or screaming, or obscene, racist, or discriminatory statements. The law requires us to protect our staff from abusive behavior. Any conduct of this kind will result in us ending the patient-physician relationship and dismissal from our practice.

Uninsured Services

OHIP covers most, but not all, medical treatments and services. Some common examples of services not covered include processing prescription renewal requests without an appointment, forms for school, work, or insurance purposes, Driver's Physical forms, cosmetic procedures, TB skin testing, some vaccinations, and travel medicine. You are responsible for the payment of these services. The PS365 plan is an optional annual fee plan that covers the costs of most uninsured services for one year (see the full list of services for more details). We believe the PS365 program is fairly priced and have included subscription rates specifically for couples, families, and seniors. We hope you will seriously consider the benefits for both you and your family. For more information on the PS365 plan, please visit www.patientserv.ca. The administration of the PS365 program is handled for us by PatientSERV. If you have any questions about this program, please contact PatientSERV at 1-800-385-3210.

Forms

If you have a form to be filled out, please drop it off with our staff. Please make sure you fill out all sections that are "To be filled out by the applicant." We will do our best to complete your forms in a timely manner. Unless otherwise specified, form completion is an uninsured service and there may be a charge. Please inquire with reception prior to requesting any form completion to clarify this cost. We require upfront payment for forms.

Narcotic (Opioid) Medications and Benzodiazepines

These medications can endanger your health and wellbeing depending on the context. We rarely prescribe narcotic (opioid) medications (Percocet, Oxycocet, Oxycontin, Dilaudid, Morphine, Tylenol #3, etc.) and benzodiazepines like Valium, Clonazepam, Temazepam, or similar medications. These medications are appropriate in very few situations and come with a high risk of side effects, including

addiction. We do not guarantee that we will prescribe narcotic medications or benzodiazepines for sleep and anxiety, including if you are already on these medications or if they have been prescribed by another doctor. If we do prescribe these medications, it is usually for short-term use and we will plan to wean off the medications with your cooperation. As a rule, we do not prescribe these medications at new patient appointments. We need time to obtain old records and review your history to decide if treatment is appropriate. We have all patients on controlled substances sign a contract and participate in regular drug testing. Any breach of the contract may result in a safe but rapid medication taper and discontinuation.