

Clinic Policy

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Our Approach to Health

We try to have a strong focus on preventative care and living a healthy lifestyle. We recommend age appropriate preventive care 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 during our after hours clinic. We kindly request that you do not use walk-in clinics whenever possible.

Walk in clinics

Whenever our patients use a walk-in clinic, our practice is billed for that appointment. The government does this because they consider us responsible for your care. This also negatively affects our ability to care for you because we don't know what is going on with you. Therefore, we ask our patients to not use walk-in clinics whenever possible. We try to make ourselves available via the after-hours clinic and same-day appointments for urgent issues. If a patient frequently uses walk-in clinics, they may be dismissed from the practice.

Booking an Appointment

Please call the office to book appointments. Make sure you tell the staff if you are booking a physical or if you have a form that needs to be filled out. Knowing the reason for your visit helps us to be prepared and organize our schedule to prevent you from waiting longer than necessary. Sometimes we will not be able to address all of your health concerns in one visit. Most visits are scheduled for 15 minutes. This typically allows for the assessment of one major or two minor health issues. We try our best to stay on time, so you may be asked to make a follow-up appointment to ensure we have the time to give your concerns the attention they deserve.

Reviewing results

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

Missed Appointments

Please arrive on time for your appointments. Patients who are more than 10 minutes late for their appointment 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 and will be required to pay this fee prior to rebooking. Recurrent cancellations of appointments 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.

Prescription Renewals

Effective January 9th, 2022, we are billing for both pharmacy and patient initiated prescription renewal requests without an appointment. You may request an appointment either in person or over the phone to discuss any prescription renewals to not incur this fee. Prescription renewals are not paid by OHIP when done outside the context of an assessment and this is an uninsured service. This fee is included in our yearly payment PS365 plan. See the "Uninsured Services" policy below for details about our PS365 Plan. During each assessment, we will make an effort to prescribe enough medications to last until your next appointment. Please pay attention to your medications and plan ahead so you do not run out.

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 behaviour 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 behaviour. Repeated conduct of this kind may result in us ending the patient-physician relationship.

Your Past Medical Records

We may ask to obtain copies of your past medical records, especially if you have any significant medical issues. This can be done by completing an authorization to release information form at the front desk. The front desk staff will then send this form to your previous doctor(s) and/or hospital(s) to request the information. Sometimes your past doctor(s) and/or hospital(s) will charge you a fee for this service.

Uninsured Services

OHIP covers most, but not all, medical treatments and services. Some common examples of services which are 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 full list of services for more details). We believe that the PS365 program is fairly priced and have included subscription rates specifically for couples, families, and seniors. We hope that 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 let the staff know. Some forms may require an appointment to complete. Please make sure you fill out all of the 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 usually 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.

Antibiotics

We only prescribe antibiotics for clinically indicated bacterial illnesses. For example, the common cold is caused by many viruses that give us unpleasant symptoms including a sore throat, stuffy or runny nose and congestion. Antibiotics kill bacteria, not viruses, and do not treat the common cold. We do not prescribe antibiotics for colds or for other viral illnesses, such as the majority of cases of bronchitis (chest colds) or gastroenteritis (diarrhea).

Narcotic (Opioid) Medications and Benzodiazepines:

These are medications which (depending on the context) can put your health and wellbeing in danger. 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 co-operation. 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 a 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.

