

Office Policies (updated June 23 2022)

Your good health starts with a good patient doctor relationship

A commonly overlooked and under-rated key factor to a successful medical practice is good patient doctor relationship and communication. As the saying goes, "It takes two to tango", we want to make sure we are dancing to the same beat. Therefore, as a new patient, I recommend you go through a trial period of at least 3 visits over 3 to 6 months to get better acquainted and understand each other, to see if I can serve your needs. Helping you maintain a healthy life starts with understanding your needs and concerns and for us to explain to you how that can (or cannot) be done. For new patients no long term disability forms will be done until after 6 months get acquainted period this gives us time to get to know you and also get your previous family doctor records.

How to help reduce waiting time at our office

Contrary to popular belief, doctors do not enjoy making their patients wait, at least I don't. As a matter of fact, we always try our best to be on time but it is just the nature of the business where patients themselves cannot always judge the seriousness of their ailments and a 5 minute diagnosis of indigestion could just as well be a 30 minute potential heart problem. Barring any nasty surprises, all our patients should not have to wait too long if we all arrive on time and respect the patient with an appointment right after us. If you are in a hurry or feel really ill, do speak up to the receptionist and we will try to accommodate everyone in a fair and appropriate manner. Please limit (maximum 2-3 issues per visit) if you have more concerns make a list and the doctor can review and prioritize. Your doctor will advise you to book another appointment.

Why we don't do prescription renewals directly from pharmacies

Please do call the office one-two weeks prior to your prescriptions running out for an appointment to renew your prescriptions as we do not accept faxed refills from pharmacies. Medications all have side effects and that is why the government does not allow it to be freely available for you to pick it up at a local grocery store. Even aspirin has side effects with certain illnesses. That is why we need to monitor how the medication is doing for you. This goes back to the importance of good patient doctor communication. It is my responsibility as a doctor to monitor your medication use. Only on very rare occasions, if the patient is severely debilitated, and the alternative is worse than poor monitoring, will exceptions be granted. We hope you understand we do this for your sake, not ours.

Why we don't call you to tell you your test results

Calling to tell you the test results is not a policy that some doctors set up to help you save time. It is a system to help them save time. I believe it is in fact a bad system where patients falsely make conclusions on having a clean bill of health until they do get a call. Not all doctors are efficient and test results could get misfiled and patients falsely believe that "they are ok as the doctor didn't call". The best practice is for you to call for an appointment so the appropriate time set aside and we can review the tests properly. Therefore as soon as you have your lab/imaging/specialists consults please call to book a follow-up appointment with your family doctor for review.

Will I be charged or "fired" if I miss an appointment?

We understand there are always extenuating circumstances. Please call us as soon as you can if you have to cancel or even if you know you are going to be late. This helps us better manage the appointment schedule and helps everyone out in the end. The cut off for cancellation is 4 working hours before the appointment, after that you will be billed. The first no show you will be given a friendly verbal warning. The second no show you will be billed and you will not be seen until your bill has been settled and if there is a third occurrence you could be discharged from practise and charged for no-show appointment.

Why is the medical office assistant (MOA) asking me so many questions.

No, she is not being nosy. She needs to know what your problems are so she can prioritize and schedule the proper amount of time and prepare you for your visit. Some visits are not covered by medical nor are most forms that need to be completed. You will need to be informed as to what the cost for service is. This goes back to helping us all be efficient and reducing your waiting time as well.

How to prepare for appointments with your doctor

These are unprecedented times and we are all working to keep each other safe and healthy. Face masks are required at this and all times when in the office. Our staff are working extra hard to adapt to the ever changing public health orders so we have deemed it necessary to restrict the amount of traffic that comes into the clinic to ensure they are capable of keeping our clinic running efficiently and to protect our vulnerable patients. Virtual appointments have become the new normal as they allow the doctors minimal contact with as many people to ensure they stay healthy too. To prepare for your telemedicine visit, there are a few tasks to take care of ahead of time. Make sure the number you provided at the time of scheduling has no "call block features" active and is able accept a call from a blocked or unknown number. You should find a quiet place to communicate with your doctor remotely, and come prepared to discuss symptoms and medical history, as well as any prescription medications you've taken or may need. This helps to minimize the wait time for all parties. Please allow an hour window for your appointment time as the doctor may be running ahead of or behind schedule. If the doctor deems it necessary, they will let their MOA know to schedule you for an in person follow-up at the clinic and they will contact you.

Emails

Purpose of emails are for staff and Doctors to send or request specific information. It is not for booking appointments, general inquires or concerns regarding your health. Please note emails are not monitored regularly.

Abuse to staff Do not abuse our staff. We aim to provide our patients with the best possible care. If our service falls below expectations please give us constructive feedback. Please note we will not tolerate abusive language/yelling or threats to our staff. We have a zero tolerance for abuse and if our staff encounter such behaviour you will be discharged from the practice and clinic immediately.