

**Med-Team Clinic- Dr Enas Thanon
Unit 103-99 Kakulu Road
Kanata, Ontario, K2L 3C8**

Clinic Policies
Applicable for Telemedicine and in Person visits

Dear Patient,

Please read these clinic policies carefully. Its purpose is to provide information about how the clinic operates so that we can meet the needs of our patients without misunderstandings or surprises..

If you are requesting an appointment for another person, please ensure they have read and agree to these policies.

Becoming a patient

If you are interested in becoming a new patient of the practice, registration forms are available both at the Reception and online at www.medteam.ca . If the physician is not presently accepting patients, you will be added to a waiting list to be assigned to the next available physician.

****(IMPOARTANT)** Appointments :**

Appointments for established patients or new applicants patients can be booked now **online via** www.medteam.ca (**preferred**) OR by telephone (613-435-2000). As a reminder, I will continue to be available 2 days per week Mondays and Thursdays 10:00 am to 4:00 pm over the phone

The fastest way to get an appointment with me is by filling out booking form online www.medteam.ca . If you fill out this booking form, you can expect to be called on Monday or Thursday. These appointments take place over the phone on a first come, first serve basis. Unfortunately, we do not currently have the ability via online booking portal for patients to request a specific time to be called for these appointments.

If you would instead like to schedule a time and date specific phone appointment, please call the clinic to arrange. Telephone number and contact information are available at the clinic website www.medteam.ca It is your responsibility to remember the time and date of the appointment. No show fee could apply.

Additional day of onsite availability at Med Team Clinic will start August 11th (for selected cases depending primarily on physician discretion) on alternating Tuesdays primarily for prenatal visits, well baby/child visits and for pap test/injections during this pandemic until things return to normal. All request for in person meeting will needs to be pre-arranged by initial telephone consultation with me. Make sure to bring your **VALID health card** and your medications list with you.

Appointments are generally booked for 15 minutes max each as encounter time. While the number of issues that can be discussed at each visit will not be capped, time is a limitation. At the beginning of your appointment, please list what you would like to discuss so that we as a team, can prioritize. Less urgent issues may need to be delayed for another appointment.

For all in person appointment please arrive 10 minutes prior to your scheduled appointment time to complete the check in procedure and allow the support staff to complete tasks such as blood pressure readings... etc.

Please make sure to bring translator if you feel there will be language/communication/or functional barriers. OR have translator sitting with you for telemedicine appointments in a private setting.

Same-day appointments are sometimes available for urgent matters. These are not for prescription refills, test results or other follow up appointments or for follow up consultations. Abuse, no shows, or lateness to these appointments may result in removal of this privilege.

If you have a chronic medical condition and/or take a medication regularly, ask your physician if you need to book a follow-up appointment before you finish the meeting with the doctor.

If there are multiple issues you are hoping to address, please consider booking several appointments to allow the proper assessment and management of your concerns. For instance, Pap test can only be booked on predesignated dates and cannot be combined with regular appointment.

Please arrive OR be ready on time for your appointment. If you are late to your appointment, the physician may not be able to see you and you may need to re-book your appointment.

No-Shows

Every no-show is a missed opportunity for another patient to be seen. A \$40 charge will be imposed on all no shows, payable prior to any subsequent appointment(s).

If you cannot make your appointment, please cancel by telephone as with at least 24 hours' notice. Appointments cancelled without 24 hours' notice may be subject to a \$40 late cancellation fee.

Frequent no-shows could result in your dismissal from the practice. A warning letter will be sent out after two no-shows/missed appointments.

Test Results

Reception staff have been instructed not to give out test results over the telephone unless otherwise directed by your physician. Generally, test results to investigate acute or episodic problems should be reviewed in a follow-up appointment. Please ask your physician at the time of your visit as to when you should expect results and when to book a follow-up.

Routine tests to monitor chronic medical conditions should be obtained at least one week prior to a follow-up appointment. Ask if you should have any tests done prior to your next appointment before leaving the clinic.

Prescription refills

We accept faxed prescription requests from pharmacies, but it may not be appropriate for the request to be filled without an appointment. Hence, a request is not a guarantee of fulfilment. We do not accept telephone requests for prescription refills.

If you have run out of a prescription medication, your pharmacist may be able to provide a temporary refill until the next clinic appointment is available.

Opiates and controlled substances

Any patient being prescribed an opioid or another controlled substance will be expected to sign and adhere to an opioid/controlled substance contract. Copy of same will be made available for your review.

Referrals

Some medical conditions require further assessment and management by a specialist. In most cases a referral letter will be sent the same day that it is determined to be necessary. Specialists typically have wait lists, which can be highly variable in duration. If you have a question about the status of a particular referral, please contact us and we will attempt to identify whether an appointment time has been established.

You will be responsible for attending and following-up with referrals requested on your behalf. If you have not heard from the specialist after 6 weeks of the date of the referral, please contact the office.

If you have been referred to specialist or for a test and have not been informed of an appointment after 6 weeks, please contact us.

Forms and other non-insured services

Your OHIP insurance does not pay for several services you may require including, but not limited to:

- Sick notes
- Medical forms
- Ear flushing/wart treatment in some circumstances
- Notes for work/school
- Third party physicals (e.g. for employment, driving)

You will be asked to pay in advance for any form that needs to be completed and signed by the physician. Please inform the receptionist of any forms needing to be filled out prior to your meeting with the physician. A current fee schedule is visible at Reception and online at www.medteam.ca.

Physicians endeavor to complete forms as soon as possible but cannot guarantee completion by a particular date. Please allow plenty of notice for forms that need to be submitted by a certain time.

Aggressive and Violent Behavior

We are completely supportive of our staff and any rude or aggressive behavior will not be tolerated and may be grounds for immediate termination of the doctor-patient relationship.

**** IMPORTANT ** Update your Contact Information**

Please ensure that your file is kept up to date with **current phone number(s), email address**, mailing address, and emergency contact information. Please update your information whenever you book via the online booking portal or inform the receptionist of any changes to your personal information upon arrival at the clinic.

Confidentiality

The confidentiality of your personal health information is taken extremely seriously and the information

you share with your doctor and your medical record is kept strictly confidential. This includes non-disclosure of your health information to your family members unless specifically instructed otherwise or if you choose to have them present during your visit.

Your personal health information will only be disclosed, if:

- You or your substitute decision-maker gives consent (which may be implied) and it is necessary for a lawful purpose.
- where it is permitted under legislation, without the patient's or substitute decision-maker's consent; or
- where it is required by law.

If you have any questions about your confidentiality and privacy rights, please ask your physician.

Children: Must be supervised during all times of in person meeting.

Cell phones use during the visit: In order to serve you better and give you our undivided attention, we ask that you mute all cellular telephone and handheld wireless devices during your visit with the doctor.

CONSENT

I agree to the clinic policies

I consent to receiving email notifications such as appointment reminders, and for the purposes of facilitating online self-booking

First name:

Last name:

Sign:

Date

Delegate declaration (complete only if applicable)

If this form was completed by someone other than the patient identified above, please specify the delegate's name, contact information, and relationship with the patient.

Delegate information:

First name:

Last name:

Telephone number:

Relationship to patient:

I am the delegate named here and I have provided the clinic policies to the patient named above. The patient agrees with the policies as I have indicated and wishes to register at this clinic

Sign:

Date:

Appendix:

