

## Dr. Mona Loutfy's Clinic Policies

### NEW CLINIC POLICIES AS OF JANUARY 2019

1. Appointments are 20 minutes long, which includes 15 minutes of discussion and 5 minutes for computer charting. Only what can be covered in 15 minutes will be delivered on. It is important to be on time for appointments, if 15 minutes have passed of your appointment, it will need to be rescheduled. If less than 15 minutes has passed, the remaining time can be allotted to you.
2. The main responsibility of this clinic is to ensure that disease-specific medications are prescribed and bloodwork is done at least every six months with an appropriate response. Anything above that is a courtesy and is believed to be important to Dr. Loutfy but Dr. Loutfy will only take care of one item above the basic care per visit (e.g. one form, one referral, one special prescription, etc.)
3. Three missed appointments will result in discharge from the practice. If you need to cancel an appointment, at least 24 hours notice is required, preferably longer. The reason for 24 hours is that the spot can be filled by someone else in need. If it is a last-minute unexpected cancellation, it is respectful to still phone us and let us know.
4. Three significantly late appointments (i.e. delayed by 30 minutes or longer) without 24 hours notice will result in discharge from the practice (1-2 late appointment is understandable,  $\geq 3$  is a habit). Being late for appointments disrupts the schedule and affects the visits of other patients.
5. As a courtesy, Dr. Loutfy will be filling out forms and letters for her patients in scheduled appointments only and once per month. Form appointments can take up to 1 hour (FYI - there is no form that takes only one minute). Please be prepared to help complete the forms and sign where required. Forms will not be done without the patient present.