



## **HARASSMENT**

We are committed to providing a safe, secure, and respectful environment for all patients and staff. There will be *zero tolerance* for words or actions that make others feel threatened or demeaned. To protect patients and staff, individuals may be asked to leave, and repeated incidents may result in dismissal from our practice.

## **NON-DISCRIMINATION**

Patients and family members will be treated with dignity, compassion, and respect as individuals. It is our policy to provide equitable health care without discrimination with regard to race, colour, national origin, religion, age, sexual orientation, gender expression, gender identity, or disability. Because of the specialized nature of this clinic, and our commitment to caring for underserved populations, certain doctors may only take on new patients from marginalized or underserved groups (e.g. HIV positive, chronic Hepatitis B, Hepatitis C positive, sexual and gender minorities).

## **PRIVACY AND CONFIDENTIALITY**

All team members at Maple Leaf Medical are obligated to maintain the confidentiality of your personal health information. You will be asked to provide written consent in order to release your medical information to anyone (a doctor, lawyer, employer, case worker, even a parent, a counselor or spouse), unless you are with the person at the time of disclosure. Our office cannot guarantee the security and confidentiality through email communication. For more information on Privacy, please visit: <https://www.mlmedical.com/privacy/>

## **SCENT FREE POLICY**

Scented products can cause allergic reactions, respiratory distress, and headaches. To respect the right of others to breathe easily and ensure access to care, all staff, patients, and visitors are asked to:

1. Ensure that scented body products (e.g. perfume, cologne, lotions, scented hair products, etc.) cannot be smelled from more than an "arm's length" or 1 meter away.
2. Consider using unscented body products

## **TEST RESULTS**

In most cases you will be advised during your office visit how and when you should follow any tests (blood tests, e-rays, etc.) that you are advised to complete. Generally speaking, you will be called only when an abnormal test result is received. Results will not be released over the telephone by reception staff. If you wish to review any test results you are welcome to book an appointment for that purpose.



### **PRESCRIPTION RENEWALS**

Please ensure you have adequate medication renewals at your office visit. For renewals without an office visit, please contact your pharmacy and ask that they fax our office a prescription renewal request. There is a 3 business day turnaround time for this service. Certain medications cannot be renewed in this manner and that will be discussed in advance with your doctor.

### **BOOKING APPOINTMENTS**

Appointments bookings are made by telephone or in person. We encourage that you schedule appointments in advance for preventative health visits, physicals, chronic medical conditions, follow up visits and prescription renewals. You will not receive a reminder phone call for your appointment and it is your responsibility to remember your appointment. Every effort is made to see you when you are scheduled, but urgent matters sometimes arise that may take more time than expected. While this may cause a delay in you being seen at the scheduled time, you will receive the same courtesy in the event you require such care. Your understanding is appreciated. Please arrive on time for your appointment. If you arrive late your appointment will be shortened and/or you may be asked to rebook.

### **ABSENCE FROM THE OFFICE**

Due to the low availability of physicians in Ontario and the specialized nature of this clinic, it is essentially impossible to find replacement physicians to see patients while your doctor is away. Every effort will be made to have one of the other doctors see you in the event you require urgent medical care. Due to the high demand, this may not always be possible and you may be asked to visit a walk-in clinic or a local emergency department.

### **CHANGING DOCTORS**

It is our clinic policy that transferring within Maple Leaf Medical Clinic (between doctors) is not permitted without approval on a case-by-case basis.