

## Maple Leaf Medical Clinic – 6th Floor Office policies (updated Oct 2, 2019)

### Booking Appointments

Appointment bookings are made by telephone or in person. 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. If you arrive late your appointment will be shortened and/or you may be asked to rebook.

### Missed Appointments

You will be charged for missed appointments. The charge varies from \$50 to \$100 (or more) depending on the type and length of the appointment that was missed. If you are unable to attend an appointment a **twenty-four hour notification** is required. Please understand that when you miss an appointment, someone else requiring medical care could have been seen during that time.

### Teaching at Maple Leaf Medical Clinic

We often teach Medical Students, Medical Residents and Medical Fellows. Please be aware that you may be asked to see a student during your visit, however, your care will still be overseen by your Family Physician and in most cases you will see your regular physician in addition to the student.

### Non-OHIP insured services

Office visits and most medically-necessary procedures are insured by OHIP. The completion of most forms (private health insurance forms, drivers' medical forms, and requests for letters by lawyers, for example) is **not** insured by OHIP and there is a charge for their completion. Anytime you would be required to pay a fee for a non-OHIP insured service you will be notified in advance.

Some examples of fees for non-insured services are:

Driver's medical form	\$ 50.00
Back to work, or sick notes	\$ 10 - \$20
Adoptive Parent Application Form	\$ varies
Private Disability Forms	\$ varies

### Your Medical Record

Your original medical record is the property of the physician and must remain in his/her possession for 15 years. If you move, change doctors, or for any reason request your medical file only a copy can be provided. The cost associated for the production and delivery of your chart is **not insured by OHIP**. Chart copies can be sent on disc in pdf format, printed and faxed or mailed. There is a minimum fee of **\$25** for this service.

### **Test Results**

In most cases you will be advised during the office visit how and when you should follow up any tests (blood tests, x-rays, etc.) that you are advised to complete. Generally speaking you will be called only when an abnormal test result is received. Note that the Canadian Medical Protective Agency discourages the transmission of medical information and advice through e-mail. If you wish to review any test results you are welcome to book an appointment for that purpose – results will not be released over the telephone by reception staff.

### **Annual Health Exams**

OHIP allows for one complete physical exam every 12 month period. You must wait the full 365 day period before another exam is insured. If you are unsure when your last annual health exam was completed, please ask at the time of booking.

### **Prescription Renewals**

Please ensure you have adequate medication renewals at your office visit. **As a courtesy**, fax requests from pharmacies for medication renewals **may be** honoured. There is a 48-72 hour turn around time for this service, or longer if your doctor is away. Certain medications such as narcotics cannot be renewed in this manner.

### **Absence from the Office**

Due to the low availability of physicians in Ontario and the specialized nature of this clinic, it is very difficult 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 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 clinic policy that transfers within the clinic (between doctors) are not permitted. If you choose to change doctors or are discharged from the clinic then you will have to seek your medical care elsewhere.

Inappropriate behaviour such as foul language, rudeness, and argumentativeness is grounds for discharge from the clinic and will not be tolerated.

### **Changes to Office Policy**

Please visit our website at [www.mlmedical.com](http://www.mlmedical.com) for updates to these policies and for other information about our clinic.