

Maple Leaf Medical Clinic – Dr. David Knox Office policies (updated September 9, 2019)

Booking Appointments

Appointment bookings can be made by telephone, in person, or email. Unfortunately, due to the large number of patients we see daily, we are unable to provide reminder phone calls for your appointment so 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 you may be asked to rebook. Please arrive 15 minutes prior to your scheduled appointment time.

Missed Appointments

You will be charged for missed appointments. The charge varies from \$30 to \$100 depending on the type and length of the appointment that you missed. **If you are unable to attend an appointment, a 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.

Non-OHIP insured services

Office visits and most medically-necessary procedures are insured by the Ontario Health Insurance Plan (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 completing the forms. Anytime you are required to pay a fee for a non-OHIP insured service you will be notified in advance. We are able to accept cash and electronic money transfers.

Samples of fees for non-insured services are:

Attending Physician's Report \$140.00

Back to work, or sick notes \$20.00

Drug Exception Application Form \$25.00

Federal Disability Tax Credit Form \$50.00

Driver's medical form \$60.00

Complete physical examination for driver's form \$120.00

Adoptive Parent Application Form & Examination \$208.90

Narrative Report (e.g., as requested by a lawyer) \$380.95/hr

Appearance before a patient Review Board \$158.95 per ½ hr or portion

Your Medical Record

Your original medical record is the property of the physician and must remain in his 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 are sent on disc in pdf format and there is a flat fee of \$35 for this service. You will be asked to pay in advance. Once payment is received the disc should be sent within two weeks.

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.). Generally speaking, you will be called only when an abnormal test result is received. If you wish to review any test results you can book an appointment for that purpose because results will not be released over the telephone by reception staff or by email.

Annual Health Exams

OHIP allows for one complete physical exam every 12-month period if you are aged 65 or older (or have an eligible chronic health condition). 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 to avoid being charged for the examination.

Prescription Renewals

Please ensure you have adequate medication renewals at your office visit. For renewals without an office visit, contact your pharmacy and ask that a renewal request be faxed to our office. Currently there is no charge for this service. There is a 72-hour turnaround time to renew medications. Certain medications cannot be renewed in this manner and this will be discussed in advance. Please do not call the office requesting medication renewals, you will be directed to contact your pharmacy.

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 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. If you move your file will be closed, and there is no guarantee that you can be taken back into the practice if you return to Toronto. This depends on the availability of space.

Inappropriate behaviour directed towards your doctor, our staff or other patients including foul language, rudeness and comments of a sexual nature will not be tolerated and is grounds for discharge from the clinic.