

Maple Leaf Medical Clinic – Dr. Jason Brunetta Office policies (updated January 1, 2022)

Booking Appointments

At this time, appointment bookings can only be made by telephone, in person, or by email. Every effort is made to call or 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 assessment at your scheduled time, please remember that you would receive the same courtesy in the event you require such care.

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 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 could have received medical care during that time. **Repeatedly “not showing up” for appointments is grounds for discharge from the clinic.**

Non-OHIP insured services

Office visits and most medically-necessary procedures are insured by OHIP. The completion of most forms (for example, private health insurance forms, drivers' medical forms, travel-related forms, and requests for letters by lawyers) 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, payment is in cash or Interac email transfer only.

Samples of fees for non-insured services are:

Driver's medical form	\$65.00
Complete physical examination for driver's form	\$120.00
Back to work, or sick notes	\$21.00
Insurance notes (e.g. massage, orthotics, etc.)	\$21.00
Drug Exception Application Form	\$21.00
Federal Disability Tax Credit Form	\$125.00
Adoptive Parent Application Form & Examination	\$227.00
Attending Physician's Report	\$153.00
COVID-19 Travel Documents	minimum \$150
Narrative Report (e.g., as requested by a lawyer)	\$411.00/hr
Hourly rate for miscellaneous work (minimum)	\$205.50 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 (which includes regular postage). You may 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.). Some results may be communicated to you by email if you have signed an email consent form that is available on this website or in the office. If you wish to review any test results you can book an appointment for that purpose -results will not be released over the telephone by reception staff and will NOT be discussed at length by email communication.

Annual Health Exams

OHIP does not cover “yearly physicals” or similar types of appointments because there is no evidence that these examinations actually improve care. To the contrary, they detract from a physician’s time to provide appropriate care for targeted problems. You should still complete recommended, age-appropriate screening tests.

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 **THREE BUSINESS DAY turn around time to renew medications**. In certain circumstances medications cannot be renewed in this manner and this will be discussed in advance. Please do not call or e-mail our office requesting medication renewals, you will be directed to contact your pharmacy to send a fax request. Unfortunately, e-prescribing remains disallowed in Ontario.

Absence from the Office

Every effort will be made to have one of the other doctors help you in the event you require urgent medical care. Due to exceptionally high demands during this pandemic, this may not always be possible and you may be asked to visit a walk-in clinic or a local emergency department. You should consider if your medical concern is *truly* urgent.

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, as this depends on the availability of space.

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