

Maple Leaf Medical Clinic

Oct 3, 2022

Please review the contents of this document for **Dr. William Tsang's** policies.

Respectful Behaviour

I hope to foster a respectful environment for all patients and staff attending this clinic.

There is a zero tolerance policy for abuse or disrespect aimed at any physician or staff member. In appropriate behaviour, profanity, violence, or aggression in person or on the phone will result in immediate dismissal from the practice.

Punctuality

I respect the time of all my patients and recognize that it can be difficult to take time off to attend medical appointments during business hours. I strive to run as on-time as possible with my schedule. However, this means that patients must arrive 5-10 minutes BEFORE the appointment time to complete all registration procedures. You should be sitting in the waiting room ready to be called by your appointment time. Patients must also respect that if our time is up, we will plan for a follow-up appointment to continue discussing your medical needs to respect the time of the next patient.

Virtual Care

Virtual appointments are a valuable tool in providing medical care to patients. However, they are not always appropriate for the issue at hand. I reserve the right to switch appointments to in-person as deemed by clinical necessity. There are some medical concerns that just cannot be dealt with over the phone.

Please be ready to answer my phone call up to 5 minutes before the appointment time, as I sometimes run ahead of schedule.

You are responsible for ensuring your phone will ring/vibrate and notify you that I am calling. The calls may sometimes arrived via blocked numbers and you must ensure you pick up the phone.

Missed Appointments

We require at least 24 hours notification if you cannot attend an appointment, **REGARDLESS IF IT IS IN PERSON OR A PHONE APPOINTMENT**. Phone appointments still use up valuable clinic resources and could have been an appointment for someone else's important medical needs.

For phone appointments, I will try calling you twice, several minutes apart. If I cannot reach you, this will be considered a missed appointment. You are responsible for rebooking your missed phone appointment.

You will be charged for missed appointments. The charge ranges from \$50 to \$100 depending on the type of appointment missed. Repeated missed appointments will result in dismissal from the practice.

Prescription Renewals

You are responsible for ensuring you book a check-up appointment before your medications run out. As a courtesy, fax request from pharmacies for prescription renewals will be honoured.

You may be asked to come in for a follow-up if required (i.e. blood pressure check in clinic when you ask for renewal of your blood pressure medicine). Some medications (i.e. narcotics, benzodiazepines) cannot be renewed by fax.

Prescription renewals may take up to 3 business days or longer if I am away. Your pharmacist can renew chronic medications if it is an urgent situation/weekend. You will have to pay them for this service.

Non-Insured Services

Not all services are covered by OHIP – some examples include sick notes, work notes, insurance forms, driver's medicals, medical letters. You will be notified at the time of the appointment or request that there is the charge for your request.

Please allow up to 14 days for forms to be reviewed and completed. Some forms require an appointment to review together. A rush-fee will apply for urgent paperwork requests.

Non-insured services pricing will follow the Ontario Medical Association's (OMA) Non-Insured Billing Guide.

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.

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.

Sincerely,

Dr. William Tsang