

## Maple Leaf Medical Clinic – Dr. Jason Brunetta

### Office policies (updated January 1, 2025)

#### Booking Appointments

Appointment bookings and cancellations are most easily done online through the Pomelo online booking and messaging system. Most patients are using this system. All available appointments can be booked online and there is no additional appointment availability when booking in-person or by telephone. The only form of electronic communication is through the same Pomelo system and only in certain circumstances. Using email to contact the clinic is not possible.

#### Missed Appointments

You will be charged a fee for a missed appointment which varies from \$50 to \$100 (or more) depending on the type of the appointment that was missed (this includes telephone appointments). If you are unable to attend an appointment, you can easily cancel the appointment online 24 hours a day and up to 2 hours in advance of the start time of the appointment. Repeatedly “not showing up” for appointments, even if fees are paid, may result in your dismissal 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 you will be billed a fee having such forms completed and you may be asked to pay in advance. Any time you will be required to pay a fee for a non-OHIP insured service you will be notified in advance of the set fee, or an estimated cost for time-based work. Payment can be made in cash or by Interac email transfer.

Any services that are related to travel are not insured by OHIP (by law); travel clinics are located throughout Toronto to provide these services.

**“Annual Physical”**– THIS APPOINTMENT TYPE IS NOT PROVIDED AND IT WAS PERMANENTLY DELISTED BY OHIP, because there is evidence that these types of examinations DO NOT improve health outcomes. You should still complete recommended, age-appropriate screening tests and our system has reminders set up for these age-related screening tests.

#### Fee list for common, non-insured services are:

Driver’s medical form	\$75.00
“Sick notes”; return-to-work notes/forms	\$40.00 - \$160.00
Insurance coverage notes (e.g. massage, orthotics, etc.)	\$30.00
Medication Pre-approval Insurance Form	\$40.00
Federal Disability Tax Credit Form	\$150.00
Travel/trip cancellation insurance form	\$160.00
Adoptive Parent Application Form & Examination	\$250.00
Attending Physician’s Report	\$160.00
Narrative Report (e.g., as requested by a lawyer)	\$320.00 - \$486.00/hour
Hourly rate for miscellaneous work (minimum)	\$160.00 - \$243.00/30 min

The turn-around time for form completion is THIRTY DAYS and sometimes longer. Employers of patients and insurance companies **have no authority** to impose deadlines for physicians to submit completed forms (especially ones that are out-of-touch/unrealistic).

#### 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 unless you have been advised otherwise. Chart copies are sent in a pdf file format on a password-protected USB key. They can be picked up in person or sent by registered mail requiring a signature. There is a flat fee of \$50 to create the chart copy on USB key. If the USB key is to be sent by Canada Post there is an additional charge of \$30 for postage and handling. You must fully complete and sign the correct consent form for the transfer to occur.

### **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 through the Pomelo messaging platform if you signed up for this service. If you wish to review any test results you must book an appointment for that purpose. Reception staff will not release results over the telephone. The most efficient way to communicate with the clinic is to use the Pomelo platform for appointment scheduling (there is no need to speak to clinic staff at all, you can provide your reason in your own words) and for written electronic communication (when permitted).

### **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, but keep in mind that many physician offices charge \$16 per medication requested for renewal. There is a THREE BUSINESS DAY turn-around time to renew medications (this is not inclusive of weekend days nor holidays and the first business day starts the day after the receipt of the request). For example, a medication refill request received at 2:00pm on a Monday will be completed by end of the day on Thursday the same week. In certain circumstances medications cannot be renewed in this manner and this will be discussed in advance. **Please do not call or message our office requesting medication renewals**, you will be directed to contact your pharmacy to send a fax request.

### **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 but this not always possible and you may be asked to visit a walk-in clinic or a local emergency department. You should consider whether another health care provider, such as:

- \* a physiotherapist (joint and muscle assessments), or
- \* an optometrist (eye assessments), or
- \* a dentist (tooth, gum, tongue and jaw assessments), or
- \* a pharmacist (medication questions including those about medication interactions, and the provision of prescription medication for the treatment of certain common medical conditions), or
- \* one of many other allied health professionals who could provide the same care or advice that you are seeking from a primary care physician and who might even be better equipped to do so.

### **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.

**And on a last note, any kind of abusive behaviour by patients toward employees and health care providers will not be tolerated. Abusive behaviour includes offensive language, rudeness, aggressive language, aggressive posturing, threatening behaviour, and argumentativeness. This behaviour will be documented in your medical file and will result in your dismissal from the clinic.**