

Office Policies (updated July 2017)

Booking Appointments

Appointment bookings are made by telephone or in person. We encourage that you schedule appointments in advance for preventative health visits, physicals, chronic medical conditions, follow up visits and prescription renewals. 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. Your understanding is appreciated. Please arrive on time for your appointment. 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 you missed. If you are unable to attend an appointment, a 24 hour notification is required. You can leave a message on our voicemail to cancel an appointment. Please understand that when you miss an appointment, someone else requiring medical care could have been seen during that time.

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. Results will not be released over the telephone by reception staff. If you wish to review any test results you are welcome to book an appointment for that purpose.

Confidentiality

Expect the highest level of confidentiality from your doctor. You will be asked to provide written consent in order to release your medical information to anyone (a doctor, lawyer, employer, case worker, even a parent, a counselor, or spouse), unless you are with the person at the time of disclosure. For more information on Privacy, please visit <http://www.mlmedical.com/privacy/> Our office cannot guarantee the security and confidentiality through email communication and we do not use email for this reason.

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.

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. A new visit type "periodic health review" was introduced in January 2013. This review is not a comprehensive examination. The visit entails a review of your current medical problems and your medications, along with recommendations for screening based on your age (for example, screening for diabetes or colon cancer).

Prescription Renewals

Please ensure you have adequate medication renewals at your office visit. For renewals without an office visit, please contact your pharmacy and ask that they fax our office a prescription renewal request. There is a 3 business day turnaround time for this service. Certain medications cannot be renewed in this manner and that will be discussed in advance with your doctor. Please do not contact our office requesting medication renewals, staff will advise you to contact your pharmacy.

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 or sick notes for employers, for example) is **not** insured by OHIP and there is a charge for completing these forms or providing these letters. Anytime you would be required to pay a fee for a non-OHIP insured service, you will be notified in advance. Cash, debit, Visa and cheque are accepted forms of payment.

Appointments with the Registered Nurse

The Registered Nurse (RN) is a member of the care team working in partnership with physicians at Maple Leaf Medical. You may be asked to see the RN for immunizations, routine injections, minor wound care, blood pressure monitoring, ear syringing, or testing, treatment and counselling for sexually transmitted infections. Appointments can be booked directly with the RN for the services listed above. In addition, the RN specializes in health promotion, disease prevention and chronic disease management and can assist with health system navigation and referral to community services. To find out more about the RN scope of practice, please visit the [College of Nurses of Ontario website](#).

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, a written and signed request is required and 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 \$35 for this service. You will be asked to pay in advance. Once payment is received, the information will be prepared.

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. If you move, your file 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.

