

STOCKYARDS MEDICAL: OFFICE POLICIES

This is an agreement between the patient signed below and Stockyards Medical, located at #203-1980 St. Clair Ave W, Toronto ON M6N 4X9.

Our Approach to Health

We have a strong focus on preventative care and promoting a healthy lifestyle. We recommend appropriate preventive screening tests and immunizations based on age and risk factors. This is especially important if you are 40 years of age or older, have a chronic medical condition, or have a family history of health issues.

Harassment

We expect all staff and patients to be treated with respect at all times. Harassment of any kind, including but not limited to raising my voice, making inappropriate remarks, uttering threats or profanity, will not be tolerated and may be considered grounds for termination of the physician-patient relationship and discharge from the clinic.

Opening Hours

Please refer to our website at <https://www.stockyardsmedical.ca/> for our most updated clinic hours.

Our Services

Integrated within our clinic is on-site laboratory testing, pharmacy, x-ray, ultrasound, bone mineral density testing and physiotherapy. These services are available to you for convenience. You are welcome to use other lab facilities, pharmacies or imaging services external to our clinic should you choose to do so.

Booking an Appointment

Please call the office to book appointments. Make sure to tell the administrative staff the reason for your visit (e.g. fill out a form, to review a test result, eye infection). Knowing the reason for your visit helps us to be prepared and to plan the schedule to minimize wait times. Sometimes we will not be able to address all of your health concerns in one visit; in which case, more urgent issues will be prioritized. Most visits are scheduled for 15 minutes. We try our best to stay on time, so sometimes you may need to make a follow-up appointment to make sure we give your concerns the attention they deserve.

Outside Use

Each time a family doctor outside of our clinic (i.e. walk-in clinic) provides you with medical service, our clinic is billed by the Ministry. This system is in place to promote continuity of care for patients. We therefore advise that you seek care from your own family doctor as much as possible. If you have an

urgent matter and you cannot arrange for an appointment with your family doctor soon enough, please access our clinic's same-day walk-in appointments reserved for urgent matters only. For emergencies, please go to the Emergency Department.

Missed Appointments

Please kindly provide us a minimum of 24 hours of notice for cancellations to give us enough time to book in other patients. In the setting where you miss your appointment without providing a cancellation notice of at least 12 hours in advance (i.e. same day cancellations), please note that you will be charged a no-show fee of \$30 following every second no-show visit.

Data Safety and EMR

We encourage you to provide us with your e-mail address to input into our system. That allows us the additional option of communicating with you through e-mail when needed. It is even more important in the times of pandemic. We use Avaros EMR and send e-mails via secure electronic portals.

Communication of Results

Please note that we will not contact you if your investigations are all within normal limits. However, you are welcome to schedule an appointment in 2-3 weeks following your investigations to review your results if you would like. If cases of abnormal results, our administrative staff will contact you to schedule an appointment with your doctor to review and discuss the results in detail.

Your Past Medical Records

Please do not send us your previous medical records until you have spoken to the doctor. We may ask to obtain copies of your past medical records, especially if you have any significant medical issues. This can be done by completing an authorization to release information form at the front desk. The front desk staff will then send the form to your previous doctor(s) to request the information. Sometimes your past doctor(s) charge a fee to you for this service. If this is the case, please be advised that you are responsible for paying this fee. However, this information can be important to your health care.

Uninsured Services

OHIP covers most, but not all, medical treatments and services. Some common examples of services which are not covered include forms for school, work or insurance purposes, cosmetic procedures (i.e. skin tag and some wart removals), TB skin testing in certain situations, some vaccinations, travel medicine, etc. You are responsible for the payment of these services. The payment amount will be set as per the Ontario Medical Association guidelines.

Forms

If you have a form to be filled out, please let the staff know. Some forms may require an appointment to complete. Please make sure that you fill out all of the sections that are “To be filled out by the applicant”. We will do our best to complete your forms in a timely manner.

Controlled Medications

There are medications which can put your health at risk which we rarely prescribe because of unsafe long-term side effects. These include narcotic/opioid medications (i.e. Percocet, Oxycocet, Oxycontin, Dilaudid, Morphine, Tylenol #3, etc.), benzodiazepines (i.e. Ativan, Valium, Clonazepam, Temazepam), and other similar medications. These medications are appropriate in very few situations and come with a high risk of side effects, including dependence and addiction. We only prescribe them unless medically indicated and necessary. We cannot guarantee that we will prescribe narcotic medications or benzodiazepines for sleep and anxiety, including if you are already on these medications or if they have been prescribed by another doctor. If we do prescribe these medications, it is for appropriate short-term use only and we will plan to help you wean off the medications with your co-operation. As a patient, you will be required to sign an Opioid Contract with your provider first before we are able to prescribe you narcotic medications. There will also be regular random urine drug screens if you are being prescribed these controlled medications. Failure to do so may lead to a delay, reduction, or cessation of the medication.

Changes in our office processes due to Covid-19

In consideration of safety, we strongly encourage you to schedule virtual visits if possible. If there is a need for in-person visit, your physician will inform you to book for an in-person appointment. We screen patient at the time of booking appointments and on entry to the office for any signs of possible COVID-19 infection.

We look forward to getting to know you and your family and promoting your health.

Sincerely,

I, _____, acknowledge that I have read and understood the form in its entirety and agree with the content.

Patient Name

Date Signed

Signature