



GENERAL INFORMATION AND OFFICE POLICIES.

Dear Patient

Welcome to My Calgary Doctor Family Physicians.

We believe that a healthy patient relationship is indeed a contractual partnership between a physician and a patient. The patient comes to the medical office with certain expectations from the physician. In turn the physician also has certain expectations from his / her patients. To establish a good and long-lasting physician - patient relationship, both physician and patient need to commit to 7 basic principles:

- Good communication;
- Responsible decision making;
- Mutual respect;
- Mutual trust;
- Fairness;
- Honesty;
- Loyalty.

The doctors and the staff of this medical practice are committed to these principles to serve our patients at best.

The purpose of this information pamphlet is to explain our office policies. Please keep this pamphlet for future reference.

1. **New Patients.**

- a. Patients visiting this medical practice for the first time need to bring along their Alberta Health Card and picture ID for identification.
- b. Please come at least fifteen minutes earlier than your scheduled appointment time to complete a patient registration form and a health questionnaire **before** you see the doctor. Patients arriving late may have to be rescheduled for a later date.
- c. Please bring along all your prescription medications.
- d. Your first appointment will last approximately ten minutes. The purpose of this required visit is for you to meet with the doctor, and to determine whether a healthy patient-doctor relationship will be possible. Your past medical history, your present health status; medications you may be taking and any problems that may have to be addressed during future visits will briefly be reviewed and discussed. No medical examination will be done during this visit.
- e. Should both you and the doctor be of the opinion that a sound relationship can be established, you will be invited to come for a complete medical examination. The purpose of this visit will be to provide the doctor with an opportunity to obtain first-hand medical information in order to form a baseline for future reference.
- f. After these two visits, problems you may have, will be sorted out in a structured and timely fashion – most important problems first, lesser problems later.

2. **APPOINTMENT TYPES**

Please inform the receptionist at the time of booking what type of booking you need.

a. **Regular visits:**

These appointments are for your day-to-day needs. In order for the doctor to stay on schedule, and to

be fair to other patients in the waiting room, please limit the problems you would like to discuss during a single visit to no more than one major or two minor problems. This will ensure that quality time is spent on your main concern. If you have several problems that need attention, the receptionist will gladly provide you with additional appointments.

b. Complete Physical Examinations:

We do recommend that patients of all ages book a complete physical examination on an annual basis. These examinations should be scheduled well in advance.

c. Counseling:

Should the doctor during any regular visit feel that you need extended time to discuss some social or psychological problems, you will be rebooked for a counseling session to allow extended time. These visits will usually be near the end of the day.

d. Procedures:

All procedures will be booked as a continuation of a previous regular visit. Procedures will be booked during certain predetermined times of the week, and can not be done during regular consultations.

e. Aviation Medicals, Drivers medicals and Immigration medicals:

Please book in advance. These services are not insured by Alberta Health Care (with the exception of senior drivers older than 74 -1/2 years.) and have to be paid in cash directly after the medical. Please ask the receptionist about the fees at the time of making the appointment.

3. CANCELLATION POLICY ("NO SHOWS")

In order to be fair to all other patients eagerly waiting for an early appointment due to a cancellation, we do expect patients to cancel appointments they do not intend to attend. We reserve the right to bill patients directly for all "no-show's." Outstanding amounts for "no-show's are to be paid in full prior to a following appointment. Please attend your visit or cancel the visit in time!

- a. Regular visits and pre-natal follow-ups: **2-hours** minimum.
- b. Complete physicals, first time pre-natal examinations and procedures: **24-hours** minimum.

4. PRESCRIPTION REFILLS:

- a. To ensure good quality health care, prescriptions for chronic medications will normally be made out for no more than three months.
- b. If your prescription is about to expire, please book an appointment in advance. Do not wait until the last minute!
- c. Prescriptions will not be refilled without the patient being seen at the office.
- d. We do not do phone or fax prescriptions to any pharmacists.

5. REFERRALS

If clinically indicated, you may need a referral to a specialist. You will be contacted by either our staff, or the specialist's staff with regard to your appointment date and time.

Obtaining an early appointment with some of the specialists are very difficult. Please do not spoil our relations with specialists by not attending your appointment.

6. SPECIAL TESTS:

It is the patient's responsibility to ensure that the result of special tests ordered was received and interpreted by

the doctor. We do not endorse the policy of “no news is good news”. Tests with abnormal results can become lost in the mail with no one knowing about it. **It is your responsibility to ensure that we did indeed receive the result.** We recommend a follow-up visit one week after the test was done.

Please note that results of tests will not be provided or discussed over the phone.

You may request a photo-copy of any test result or report for your own records. We do charge a service charge per page for this service.

7. HOSPITALS:

The doctors do not work in any of the hospitals in Calgary. Should you be admitted to hospital, a specialist or a hospitalist will take care of you during your stay in hospital. After you have been discharged, a letter will be sent out to us detailing the problem and care you received, with further management instructions.

8. OBSTETRICS:

The doctors do not deliver babies. Pregnant mothers are followed up until they are approximately 36 weeks pregnant, where-after they will be sent out to another physician to do the actual delivery. We will resume care of the mother and the new-born after they have been discharged from hospital.

9. NON-INSURED SERVICES:

Typical non-insured medical services are:

- a. Cosmetic procedures;
- b. Drivers' medicals;
- c. Flu vaccinations;
- d. Bandages and dressings;
- e. Medical certificates;
- f. Letters on your behalf;
- g. Blue Cross forms;
- h. Disability parking permits;
- i. Disability tax credit forms;
- j. Insurance forms;
- k. MVA reports;
- l. Chart transfers;
- m. Photo-copies
- n. Physician review time.
- o. “No-shows”

Please refer to the list of fees for non-insured medical services should you require such a service.

Payments may be made either in cash or a cheque supported by picture ID and your SIN card. We do not accept VISA or MASTER card payments.

Should a cheque be returned by the bank without payment, a \$50.00 service charge will be payable. Complete payment of the outstanding account will be required immediately. Outstanding accounts will be billed accumulative interest at 3% per month.

10. AFTER HOUR MEDICAL PROBLEMS.

We are part of a call-group of physicians providing advisory service only. Please phone Tel: 247-8900 for detailed information about what to do. Should you need immediate medical attention, please go to a hospital or a walk-in clinic without any delay or phone 911.