

Welcome to my practice!

My philosophy of practice:

Certain services are not covered by OHIP and you may be charged for them according to the rates recommended by the OMA. I will review any third party fees (i.e., those not covered by OHIP and which must be paid for by you) with you prior to providing such services and you will be given a list of the most common fees on your first visit. If these fees present a financial hardship to you, please let me know and I will try and accommodate you.

Please read this! Important information about Prince Edward Medical (PEM)

Appointment scheduling:

If you require a routine appointment (something not urgent, like a periodic health visit, pap test, or diabetic check), please let the reception staff know well in advance. Appointments are scheduled for 15 minutes but if on occasion you would like to discuss an issue that you think will take more time, please let us know in advance and we will try to schedule you accordingly.

Our clinic does not see walk-in patients. However, if you have an urgent concern, please call the office in the morning, let the staff know that nature of your problem, and we will try our best to accommodate you on the same or next day. For everything else, please call and we will try to accommodate you as quickly as we can. In case of emergency, please go to the nearest emergency room.

You can book your appointments by:

1. calling our office directly (only use this method for urgent issues)
2. our website: www.princeedwardmedical.ca
3. email: booking@princeedwardmedical.ca

Please note that booking via the website or email is not secure and is not for asking medical questions. It may take up to 3 business days for a response.

Availability and after-hours care

I work part-time at PEM as part of the Metro West Family Health Organization (FHO), a network of family physicians in the area. Being part of the FHO means that I will offer you comprehensive coverage, including evening and weekend clinics for urgent needs. I ask that wherever practical, you use only the services we provide and not go to walk-in clinics for care. This helps me provide you with the best possible care, since any clinic in our FHO that you visit will follow up with me the next day to ensure continuity of care.

To find out about evening and weekend clinic hours and locations, either check the PEM website (www.princeedwardmedical.ca) or call 647-345-1596. For additional after-hours advice, you can call the Telephone Health Advisory Service at 1-866-553-7205 to speak to a nurse (5pm to 9am on weekdays and 24 hours on weekends and holidays). Please take into consideration our clinic hours and our after-hours availability to determine if I am able to meet your needs.

Health cards

A valid health card must be presented at every visit. If you do not have a valid health card, you will be billed for your appointment at the rates recommended for uninsured services by the Ontario Medical Association (OMA). It is your responsibility to ensure that your health card is valid prior to coming to your appointment.

Uninsured services

Certain services are not covered by OHIP and you may be charged for them according to the rates recommended by the OMA. I will review any third party fees (i.e., those not covered by OHIP and which must be paid for by you) with you prior to providing such services and you will be given a list of the most common fees on your first visit. If these fees present a financial hardship to you, please let me know and I will try and accommodate you.

Courtesy to staff

The staff works hard to assist you in receiving excellent care. I ask that you treat them with respect and courtesy. If you have a concern about office policies or processes, please bring them to my attention as the staff is working under my direction.

Cancellation policy

I require ONE WORKING day notice to cancel an appointment (e.g., if you need to cancel an appointment for Monday at 9am, you must contact the office before 9am on Friday). Failure to do so will result in a charge based on OMA recommended rates. The office does not give reminder calls for appointments. If you are late for an appointment and I am unable to see you as a result, then you may be billed for your appointment and will have to re-book.

Medical students and residents

Occasionally, we may have medical students and residents (trainee doctors) working in the clinic under my supervision. You will always be asked for your permission if you are to be seen by a learner. I sincerely appreciate your willingness to participate in training the next generation of family doctors!

Preparing for your appointment

Please arrive ten minutes before your appointment time. This will help me see patients as close to their scheduled times as possible and keep wait times to a minimum. In order to help me give you the best possible care, please prepare a list of all the concerns you wish to discuss with me during the visit. Let me know all of them at the beginning of the appointment and I will try and address as many of them as possible. This will allow me to prioritize your concerns and address them properly, while ensuring that I can see you and others in a timely manner.

I have been provided with a list of uninsured services and have read and agree with the above policies. I have read and understand the above policies.

Thank you very much for your consideration and I look forward to working with you as your family physician at PEM!