

PRINCE EDWARD MEDICAL

Welcome to Prince Edward Medical

We ask that you please review our clinic policies below.

(For your convenience, they are also available on PrinceEdwardMedical.ca)

Appointment Scheduling:

For regular visits we will try to see you within 2 weeks.

- All regular visits should be scheduled with your primary family doctor.
- Please plan ahead and call well in advance to ensure you have timely appointments for your health needs.

For urgent medical concerns; Prince Edward Medical offers evening and weekend services to our registered patients.

- Please see our website for details regarding the hours of operation, and call as early in the day as possible to secure an urgent appointment spot.
- Urgent services are always provided at our office, by one of the 8 family doctors on our team.
- We work extended hours to optimize the access, and continuity, of your care.
- We ask that you *please avoid the use of walk in clinics.*

Please arrive 10 minutes early for all your appointments. This allows time to register, and for any necessary exams (such as blood pressure check, height, weight, urine sample) prior to seeing your physician.

We strive to run our clinic on schedule. If you are more than 5 minutes late for an appointment, then you will be re-booked for another day, and a missed appointment fee will apply. This policy ensures that we have adequate time to be thorough in your visit, as well as respect the time of our waiting patients.

Cancellation policy

Please provide a full 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.

Uninsured services

Certain services (sick notes, forms, faxing prescriptions, etc) are not covered by OHIP and you will be charged for them according to the rates recommended by the OMA. Please see the list of uninsured services for details (available on our website, and at the reception desk).

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.

Courtesy to staff

The staff work hard to assist you in receiving excellent care. We ask that you treat them with respect and courtesy. If you have a concern about office policies or processes, please bring them to the attention of your doctor. Harassment towards any member of the PEM team will not be tolerated, and may lead to the termination of your care.

We look forward to working with you as your family medicine team!

Sincerely,

The Doctors at Prince Edward Medical

I, _____, have reviewed and agree to the policies listed.

Signature:

Date: