

## **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. We strive to provide evidence-based medicine. Unnecessary investigations may lead to incidental findings, requiring further unnecessary tests that may potentially be harmful to the patient's wellbeing. It is important to consider appropriate use of healthcare resources where relevant. This approach to care is promoted by a campaign called Choosing Wisely. We encourage you to check out these patient resources: <https://choosingwiselycanada.org/patient-pamphlets>.

### **Respect**

We work hard to ensure that you feel respected and welcomed at our clinic. At the same time, we expect mutual respect from you towards all staff at the clinic. We have a zero-tolerance policy for disrespectful behaviour. Harassment of any kind, including but not limited to raising voices, 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.

### **Website**

Please refer to our website <https://www.stockyardsmedical.ca/> for updates on clinic hours and services.

### **Our Services**

Integrated within our clinic is on-site laboratory testing, pharmacy, medical imaging and physiotherapy. These services are available to you for your convenience but you are welcome to seek these services elsewhere as desired.

### **Appointment Booking**

We provide both phone appointments and in-person appointments. Phone visits can be booked through our online portal. In-person visits may need to be arranged directly with our front desk.

Make sure to indicate the reason for your visit (e.g. review a test result, eye infection). Knowing the reason helps us to be prepared and reduce unnecessary wait times. If your visit requires filling out a form, please email your form to the clinic prior to your appointment. If your visit is regarding a rash, please email clear, high-resolution photos of your rash prior to your appointment. Our clinic email is [info@stockyardsmedical.ca](mailto:info@stockyardsmedical.ca).

Most visits are 15 minutes long. We strive to stay on time while addressing all urgent concerns. As a result, sometimes you may need to book a follow-up appointment to ensure that we address all your concerns in a thorough manner.

Please come early to your in-person appointment to allow time for registration, taking vitals and collection of any preliminary samples. Arriving late can result in you not having sufficient time for your visit, not being seen or a missed appointment charge being applied. We reserve the right to rebook patients who are late for their appointments.

### **Missed Appointments**

Our clinic has a strict cancellation and no-show policy. Unless in exceptional circumstances, cancellations require a minimum of 24-hour notice. **For same-day cancellations or missed appointments, you will be charged a fee of \$35 for a 15-minute appointment and \$70 for a 30-minute appointment.** You are expected to pay this fee prior to booking your next appointment. **Patients who have missed 4 appointments may be dismissed from the practice.**

### **Outside Use**

We are a Family Health Organization (FHO) practice, and we discourage our patients from going to another walk-in clinic. Each time a doctor from a 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 that cannot wait until the next available appointment with your own doctor, you may call our office to arrange for a same-day urgent appointment with another doctor. For emergencies, please go to the Emergency Department.

### **Prescriptions**

Please have an appointment booked 1-2 weeks prior to your prescription running out to avoid delays. Prescriptions involving controlled medications (i.e. narcotics, benzos) require an appointment before a refill is provided due to safety and legal regulations.

### **E-mail**

Please provide us your e-mail address so that we can email you forms, requisitions, resources and occasionally test results (with your permission). If you have a medical concern that needs to be addressed, please book an appointment instead.

### **Communication of Results**

You will not be contacted 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 more information. In cases of abnormal results, our administrative staff will contact you to schedule an appointment with your doctor to discuss in more detail.

## Referral to Specialists

Before any referral is arranged, patients must be seen for pre-consultation assessment and investigations to facilitate faster and more effective referrals.

## Your Past Medical Records

Please DO NOT send us your previous medical records until you have spoken to your doctor. We may ask to obtain copies of your past medical records, especially if you have significant past medical history. This can be done by completing an Authorization to Release Information form. Please speak to our receptionists to fill out the form. Sometimes your past doctor(s) charge a fee to you for this service. You are responsible for paying this fee.

## Uninsured Services

Ontario Health Insurance Plan (OHIP) pays for most medical treatments and services. Some services are not funded under OHIP (i.e. sick notes, insurance forms, third party letters etc) and are charged directly to the patient. The fees follow the guidelines set out by The College of Physicians and Surgeons of Ontario (CPSO) and the Ontario Medical Association (OMA). For a complete list of uninsured services and the associated fees, please visit our website or speak to our receptionists.

## Controlled Medications

Certain medications can put your health at risk with long-term use. As a result, we rarely prescribe them due to their safety profile. These include **narcotics/opioids** (i.e. Percocet, Oxycocet, Oxycontin, Dilaudid, Morphine, Tylenol #3, etc.), **benzodiazepines** (i.e. Ativan, Valium, Clonazepam, Temazepam) or **sleeping pills** (i.e. zopiclone, zolpidem). These medications are appropriate in very few situations and come with a high risk of side effects, including dependence, addiction and withdrawal. We only prescribe them if medically indicated and necessary. We cannot guarantee that we will prescribe them even 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 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. Any breach of the contract may result in a reduction or cessation of prescription of these medications.

We look forward to getting to know you and your family!

I, \_\_\_\_\_, have read and acknowledge that I understand and agree to the office policies outlined in this document.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed