



## **New Patient Agreement and Enrollment Information**

Below you will find important information about our primary care practice. You must read through each part carefully and sign the agreement at the end. Your signature is an understanding that you have read, understand, and agree with all the information provided here. Please do NOT sign this until you are comfortable with the information and have had your questions answered. An electronic copy will be provided to you once completed for future reference and a copy will be kept in your medical file.

### **Regular Office Hours:**

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- The clinic is open from 9 AM to 4:30 PM daily, Monday to Friday.
  - Closed from 12 PM – 1 PM daily for lunch
  - Closed all statutory holidays
- After-hours clinic Wednesdays from 5 PM – 8 PM
- Each physician has specific days and times that they see patients for primary care.
- Additional appointments are available with other healthcare providers in certain situations. Please discuss the options in your case with your physician.

### **Booking Appointments**

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Patients can book an appointment in any of the following ways:

- 1) Present in person to the clinic and speak with our on-site reception team. See above for details on our office hours.
- 2) Call and leave a voicemail with your name, the name of the individual who is requesting the appointment (if you are booking for someone else), the reason for the visit, and any details about days/times that you are or are not available. Our virtual reception team will get back to you within 1-2 business days to book an appointment either by calling you, or by sending an email with the appointment details.  
\*\*Please be sure you are checking the email address provided
- 3) Go to [www.prismahcc.ca/growfamilyhealth/connect](http://www.prismahcc.ca/growfamilyhealth/connect) and use the “Self Serve Portal” to send a message to the team telling them the reasons for the appointment, and preferred days/times. You will be contacted by phone or email within 1 business day with an appointment date/time.



- 4) Use our ONLINE BOOKING platform, which allows you to book directly into any available appointment dates/times.

\*\*ONLINE booking is the fastest and most efficient way to book an appointment. Our on-site and virtual reception team have access to the same date/time slots that you can find via online booking.

- 5) Please be careful to read the descriptions of each type of appointment that is available to book online and be sure to book into your doctor's schedule. Incorrectly booked appointments will be cancelled, and a no-show fee may apply.

### **Contacting the Office**

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The best, fastest and easiest way to connect with us is via our Self-Serve Portal. This can be found at [www.prismahcc.ca/growfamilyhealth/connect](http://www.prismahcc.ca/growfamilyhealth/connect). Messages received are reviewed throughout the day and addressed as soon as possible. In most cases, you should receive a call back or email within 1 business day.

Our phone system accepts voicemail only. This allows us to give our full attention to the individuals receiving care in person. Voicemails are reviewed throughout the day, and in most cases, you should receive a call back or an email within 1 business day.

You can text the clinic phone number at 519-878-8621 and we will get back to you as soon as possible. Texting is NOT a secure mode of communication per PHIPPA, and as such please do not send sensitive personal information via text.

In addition, you are always welcome to drop by the office to speak with our on-site reception team.

### **After Hours Care:**

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Please see the attached information about ways to access care outside of regular business hours. After-hours clinics are available weekdays from 5-8 PM, and on Saturday morning. These clinics take place at various locations depending on the day of the week and availability of the providers. Check out [www.prismahcc.ca/growfamilyhealth/afterhours](http://www.prismahcc.ca/growfamilyhealth/afterhours) for more information and for details about booking into the after hours clinic. The after-hours physician will do their best to keep the clinic running on time, however there may be a short wait.



**\*\*NOTE:** After hours appointments are for urgent issues only. Your appointment will be scheduled for approximately 10 minutes and to ensure that others are able to be seen it is important that only one issue be addressed at that visit\*\*

### **Prescription Refills:**

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When you request a refill of your prescription, our physicians must review your medical information including:

*Why are you on this medication? Do you still need it? Is there something better that could be used? Have you had any necessary lab work done to monitor your condition or watch for medication side effects? If you were expected to need this for only a short time (ex; antibiotics), but you are requesting a refill, is there another diagnosis or treatment to consider?*

As you can see, all of this takes time and is best done with you in the clinic to answer these questions. Booking an appointment allows us to do this with you. Refilling a prescription is NOT COVERED by OHIP, unless part of a medical appointment. You are responsible for making sure you have an appointment booked before your prescription runs out. If you have an ongoing prescription, we recommend booking your next appointment before you leave after each visit.

If you are not able to make your refill appointment, or if there are no available appointments on short notice, you may wish to receive a refill without an appointment. This is an uninsured service, and a fee of \$25 PER PRESCRIPTION will apply. To do this, access the patient self-serve portal, choose "Grow Family Health" and then choose "prescription refill without an appointment". You will then be able to submit your request along with payment. If it is safe to do so, your doctor will complete the medication renewal as soon as they are able, at most within 2 business days.

If you do not wish to pay for this service, you can book an appointment at the after-hours clinic and speak to one of the physicians on the team for a refill at that time.

Please note, we are not able to make exceptions to this policy under any circumstances, as it helps keep us all safe.

## **Work notes, sick notes and forms:**

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If the sole reason for your appointment is to obtain a note (off work, back to work, sick note) this is not an OHIP-funded service. This means that you will be charged for the clinic visit (see uninsured services fee table attached) and for the note at a cost of \$25. As of April 2024, employers can no longer request a sick note to justify absence from work. If your employer requests this, you will need to pay up front, and we recommend that you submit the invoice to your employer for reimbursement.

There is no charge for Ontario Works, Ontario Disability Support Program, Accessible Parking Pass, Special Diet, and CPP Disability forms. You must attend for a clinic visit to drop off these forms as there are questions that you will need to answer for your physician to complete them. Forms dropped off without a clinic visit will not be completed.

Please allow at least 1 week for the forms to be completed. This may be longer depending on the complexity of the document. An additional charge applies for forms to be completed in less than 1 week. Please speak with staff to request this.

There will be a charge for completion of all other forms. This charge will be based on the amount of time required to complete the form and any additional information that must be obtained to complete this.

Some insurance companies will reimburse patients for the cost of form completion. Please check with yours prior to dropping off the forms. We can bill your insurance company directly if we have confirmation that they will cover the cost. Otherwise, you will be invoiced for the cost of form completion.

We are unable to make exceptions to this policy. Our clinic is a small business like any other and we ask that you treat it like you would any other service provider (physiotherapy, pharmacy, etc...).

## **Scheduling and Late/Missed Appointments**

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We understand that you have a busy schedule and want your medical care to be as efficient as possible. We do our best to run on time, but we need your help to do so. The following policies will help everyone stay on time:

- 1) Arrive 5-10 minutes early for your appointment. This gives you time to check in either with reception or using our self-check in option, and be ready for



your appointment time. It also provides a few minutes of a buffer in case things like traffic or other unexpected delays occur.

- 2) Plan to discuss no more than TWO issues during a regular clinic visit. These are booked for either 10 or 20 minutes. If you know there are more than two issues, or you think that you will need more than 20 minutes for your concerns, you will need to book for a “Periodic Health Visit”. These are scheduled for 40 minutes and will give you and your doctor time without affecting our ability to run on schedule for other patients.

Here are some things you can do to help make your time in person with your doctor more efficient:

- Create a timeline with information about when any symptoms started, stopped, improved or worsened. Your doctor will most likely ask these questions, so consider your answers ahead of time.
  - Bring a list of your current medications including any supplements or vitamins to each visit
  - Check how much of your medications you have remaining before each visit, and let your doctor know at the beginning of the visit if you need any refills.
  - Be sure to complete any online forms that were sent to you by email before your visit.
  - Let the front desk know as soon as possible if you have any forms or documents that you need completed.
- 3) Be honest about the reason(s) for your visit when booking online or booking with our reception staff, and when your nurse asks at the start of your visit. Your care team will prepare the exam rooms based on the reason for your visit, and to do this, we need to have the correct information.
  - 4) Turn off your phone or set it to silent during your visit. If you need to answer a phone call during your visit, please be aware that this means you may need to book a follow up to address your concerns. We give you our full attention and expect the same in return.
  - 5) If you arrive more than 5 minutes late for a 10-minute appointment, or more than 10 minutes late for any other appointment, you will not be seen, and a late/no show charge will apply. We cannot safely provide you with care unless we have adequate time to do so. You can find a list of late/no show fees attached.
  - 6) Appointments cancelled within 24 hours will be subject to a late cancellation fee. Exceptions can be made for emergency situations.



## **Code of Conduct**

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You will receive copies of the Patient and Provider Rights and Responsibilities policy. **There is a zero tolerance policy for disrespect directed at anyone in the clinic.** Inappropriate behavior, profanity, or aggression will result in immediate dismissal from the practice. There are respectful ways to communicate any concerns or issues you may have. There are many individuals without primary care on a waiting list to join the clinic.

We are a teaching site and often have learners from medicine, nursing, physiotherapy, social work, etc. By agreeing to access care with our clinic, you agree to work with these learners, under the guidance of your physician. They are required to comply with the privacy and confidentiality policy of the clinic. Please answer their questions as fully and honestly as you can. If you have concerns about one of the learners that you saw, please let reception know and/or send a message to [admin@prismahcc.ca](mailto:admin@prismahcc.ca). We value your feedback and take it into consideration when evaluating the learners.

## **Urine Testing:**

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If you are taking any of the following medications, please be aware that a urine drug screen will be performed randomly. Please do not bring samples with you as you will be required to provide one while at the clinic. Failure to provide a sample when requested will result in discontinuation of your prescription.

- Opioids (ex; hydromorphone, Percocet, tramacet, morphine, fentanyl, oxyneo, Tylenol #3s)
- Benzodiazepines (ex; lorazepam (Ativan), clonazepam, oxazepam, temazepam, diazepam)
- Stimulants (ex; ritalin, concerta, biphentin, vyvanse, straterra, adderall)

## **Consent to Share Information**

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If you would like a family member or friend to have access to your medical information, or give consent for us to leave a message regarding your care with someone please let the front desk staff know so that this can be added to your chart.

Without this documentation in your medical record, we are not able to give any information to, or book/reschedule appointments with anyone other than the patient or their legal guardian.