

## Office Policies and General Information for our Family Practice Patients

We wish to provide the best possible care for all of our patients. In order to facilitate this, we want to make you aware of our office policies.

- We require **24** hours notice to cancel or reschedule your appointments. If you fail to show up for your appointment you will be charged:
  - **\$50.00 per appointment per person.**
  - **\$100.00 - \$150.00 complete physical appointment.**
  - **Missed appointments are noted in your chart and 3 absences are grounds for dismissal from the clinic.**
- Patients arriving late for their appointment will be asked to reschedule. This policy has arisen out of a need to be courteous and respectful of EVERYONE'S time. If patients show up late, it is impossible for our doctors to run on time. The situation snowballs over the course of the morning or afternoon clinic and leads to an unacceptable delay for those patients with appointments later in the morning or afternoon. Our doctors are dedicated to providing quality care in an efficient office which works well for ALL of our patients. Medicine is unpredictable. Occasionally someone needs extra time. Please be patient. One of these days it may be YOU who needs extra time!
- **We see patients by appointment only, no walk-ins.** Every patient must have a booked appointment. Please do not book one appointment and expect 2 or 3 people to be seen. Please understand that our reception staff needs to have an idea of the nature of the problem so that they can book an appropriate amount of time.
- Please advise the reception staff if your visit is WCB related. WCB visits cannot be combined with other issues.
- **Try to book appointments well in advance, if possible.** Our clinic is extremely busy and appointment availability changes quickly. The sooner you book your appointments, the more flexibility we can offer regarding dates and times.
- Children will be weighed and measured only if their appointment is for a check-up.
- Please inform the reception staff of any **changes to your name, address, or telephone number.**
- **Prescriptions will not be renewed over the telephone.**
- **Test results will not be given over the telephone.** Please do not call the office for results. Patients will be contacted regarding **abnormal** results only.
- **Our nurses do not take triage calls.** If you wish to speak to a registered nurse, you can call Health Link @ 403-943-LINK(5465)
- **Our Physicians do not take calls under any circumstances.** If you have a concern that requires medical attention, please come in so your doctor can review the history of the problem, examine you, and make an appropriate diagnosis and management plan. It is not possible to provide good medical care by phone!
- Some medical services are not covered by Alberta Health and Wellness. Please see the "Uninsured Service Fee Guide" section on our website. It is also posted in each exam room. Cost needs to be discussed and approved by you prior to completion of the form/service.
- **Abuse, rudeness and impatience with our staff in the office or on the telephone will not be tolerated. Patients who behave in this manner may be instantly dismissed from the practice and will have to seek health care elsewhere.**

---

Print name

---

Signature

---

Date