

Rockyview Maternity & Family Practice
Office Policies and General Information for our Prenatal Patients

- Our hours are: Monday – Thursday – 9:00am – 4:30 pm
 Friday – 9 am – 12:00 pm
 We are closed evenings, weekends and statutory holidays.
- Patients **MUST** arrive on time for their scheduled appointment time. Patients arriving late by more than 10 minutes will be charged \$50.00 - \$150.00 depending on the type of appointment and asked to reschedule.
- We require 24 hours' notice to change or cancel your appointment. Failure to provide 24 hours' notice or to show up for an appointment will result in a \$50.00 - \$150.00 charge to you.
- Our physicians 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!
- Parking is and always will be an issue around the Rockyview Professional Centre. Please acknowledge this and allocate extra time to find parking prior to your appointment time.
- We see patients by appointment only, no walk-ins. If you feel you need to see your doctor on an urgent basis, please call first.
- Each referred prenatal patient is assigned to a primary doctor at this clinic. This is usually the doctor who you will meet at your first appointment here. Your primary doctor will try to see you for all your prenatal visits. If she is unavailable for any reason, one of the other doctors would be pleased to assist you.
- In the interest of continuity of care, things work best if you see your primary doctor whenever possible. Your doctor will tell you after each visit when you need to come again. It helps if you book your follow up appointment prior to leaving the office. In this way, you are more likely to get in with your primary doctor and have a choice of dates and times.
- You are a patient at our clinic until six weeks after the baby is born. At that time your chart and your baby's chart will be sent back to your family doctor/referring doctor. If you do not have a family doctor, ask at the reception desk for a list of the doctors in Calgary and surrounding area who are accepting new patients. The doctors at the Rockyview Maternity & Family Practice are **NOT** accepting new family practice patients.
- We have accepted you for prenatal care only. If you have another type of health issue (eg. respiratory infection, sore shoulder, renewals of medications ordered by your family doctor, etc) please contact your family doctor/referring doctor. If you are unsure if your issue is pregnancy-related or not, please contact us.
- We have accepted you and your baby for care up to 6 weeks post-partum. We have **NOT** accepted any of your family members as patients. Please do not ask our doctors to see other family members.
- Our nurses and physicians do not take telephone calls or give medical advice over the phone. If you have a question or wish to speak to a registered nurse, you can call the Health Link @ 811 , 24 hours a day. Otherwise you must call to book an appointment with your doctor.
- Test results will not be given over the telephone. We contact patients regarding abnormal results only. Otherwise all tests results will be discussed at your next prenatal visit.
- Some medical services are not covered by Alberta Health and Wellness. Please see the "uninsured services fee guide" section on this website. It is also posted in each exam room. Costs need to be discussed and approved by you prior to the completion of any form/service.
- Public washrooms are located across from the elevators. You do not require a key.

I have read the office policies and I am aware of them.

Print name

Signature

Date