



Medical Centre

## CLINIC POLICIES

1. A valid health card is required for all visits. Without a valid OHIP card charges apply.
2. Patients are seen on a first come, first served basis for walk in services. We reserve the right to stop taking walk in patients once we have reached capacity for the day.
3. No lab or test results will be given over the phone.
4. Prescriptions refills over the phone are at the discretion of your physicians and there is a \$25.00 charge.
5. There is a \$35.00 charge for notes for massage, orthotics, chiropractors, etc.
6. There is a \$25.00 charge for sick notes.
7. Laboratory services may require a wait time. We will try our best to accommodate you the day of but this cannot be guaranteed.
8. Please **limit each visit to one main issue**. This will help the overall flow and allow you to be seen in a timely manner.
9. No medical advice will be given over the phone or by email.
10. If there is a cancellation for booked appointments they need to be made at least 24 business hours in advance, by phone or in person, with a live individual. Answering machine messages will not be accepted. Cancellations less than 24 hours may be subject to a fee.
11. If you have forms for the **physician** to fill out, filling them out are at the discretion of the physician. Charges may apply.
12. **Physicians** can only write prescriptions for the patient they see. They cannot write ones for family members or friends without seeing them.

I \_\_\_\_\_, have read and agree to the above information outlining the policies of the clinic.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Patient signature: \_\_\_\_\_

Date: \_\_\_\_\_