

CLINIC POLICIES

1. For emergency issues please go to your local ER department.
2. A valid health card is required for all OHIP visits. Without a valid OHIP card charges may apply.
3. 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.
4. OHIP does not insure phone or email medicine. To protect your privacy, lab or test results will not be given over the phone or by email, prescriptions will not be filled or refilled over the phone and medical advice will not be given over the phone or by email. You are required to book an appointment for any medical requests.
5. No 'Narcotics' or 'Controlled Substances' will be prescribed by walk-in physicians.
6. Not all services are covered by OHIP. Please enquire within or refer to the website for more information.
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. If there is a cancellation for booked appointments they need to be made at least 24 hours in advance during business hours and you must speak directly to a staff member. Answering machine messages will not be accepted. Cancellations less than 24 hours may be subject to a fee.
10. Referrals to specialists will be handled as promptly as possible and depend on the acuity of the situation. Referrals should be arranged by your family physician and not during a walk-in visit.
11. If you have forms for the **physician** to fill out, it is at the discretion of the physician to fill out if they deem them appropriate. 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.