

Patient Policies of Tay River Health Centre

Location and Parking

The Tay River Health Centre medical clinic's address is:

9 Eric Devlin Lane, Suite 105
Perth, Ontario
K7H 0C4

The clinic is located at the corner of Scotch Line (Hwy #10) and Rideau Ferry Rd.

Parking will be available to all visitors and patients of the clinic and health centre.

Appointments and Clinic Hours

All visits must be scheduled in advance, without exception. We are unable to accommodate walk-in patients.

The clinic is open for scheduled appointments **Monday to Thursday from 9:00 a.m. to 4:00 p.m. and Friday from 9:00 a.m. until 12:00 p.m.** It may be possible to schedule a same-day appointment, please call the clinic to speak with the receptionist about same-day appointment availability.

Please inform the receptionist of the exact nature of your medical problem so as to properly schedule the length of your visit. Please bring your valid OHIP health insurance card to each appointment.

In most cases, you will obtain an appointment with your physician. However, physicians are not in office 5 days per week as they have commitments outside of their family practices. If your physician is absent, however, or if the situation requires quick management, we will suggest an appointment with another physician or member of our medical team. Our medical team is composed of medical students, family medicine residents, and nurses. In some cases, when indicated and when no same-day appointments are available, you will be directed to either call 9-1-1 or visit your nearest Emergency Department.

We will always try to see you at your appointed time. Unfortunately, given the unpredictability of some medical problems, there may be some delays.

You must arrive 15 minutes before your scheduled appointment so that we may check you in, take you to the exam room, and so that the nurse may take your vital signs and obtain information pertinent to your visit.

Here is a non-exclusive list of the services for which you can see your physician:

- Regular or follow-up visit
- Same-day emergency
- Infant exam
- Periodic health exam
- Counseling
- Surgical procedure or IUD removal
- Prenatal follow-up
- Postpartum visit
- Follow-up of complex diseases such as diabetes or heart disease.

You may find it helpful and beneficial to prepare for an appointment ahead of time by jotting down what you would like to discuss during your appointment.

Additionally, bring a notepad with you to your appointment and take notes about what is discussed and decided with your physician. These notes may serve as a reference to help you remember the outcomes and/or course of action following your appointment.

Most appointments are 15 minutes in length. If you come with a list of issues, physicians may not be able to address all of your medical concerns in one appointment and will prioritize what they consider to be the most time-sensitive. Another appointment will need to be booked to discuss the remaining concerns.

Ocean: Electronic Patient Messages and Reminders

We are using electronic patient messages and reminders using a platform called Ocean by CognisantMD. Patient messages allow us to securely send reminders, messages and attachments (eg. requisitions, notes, results, etc.) to you as well as invite you to complete forms and questionnaires online at home before your appointment.

Email appointment reminders are offered as a courtesy to our patients, it is your responsibility to manage your appointment once you are given one.

To send you messages and reminders, we will need your email address on file and your consent to communicate with you electronically. Please ask the receptionist how to sign up for this helpful tool. Once signed up, to ensure that these emails go to your inbox, do not flag them as spam.

Note that you will not receive an email appointment reminder for any appointment scheduled less than 48 hours ahead of time.

Masks and Screening

For the health, safety, and comfort of all other patients and staff, you must wear a mask while inside the Tay River Health Centre. Please bring a mask with you, they are not supplied by the clinic. Additionally, when you arrive at the clinic's reception desk, you will be required to complete a screening. If you're experiencing any new symptoms which cause you to fail the screening, you will be offered a phone appointment so that the doctor can do an assessment.

Covid-19 Immunization

Tay River Health Centre is committed to the health and safety of its Staff and has a duty to actively promote, implement, and comply with COVID-19 immunization recommendations in order to decrease the risk of infection and complications in the Staff, and patients/clients that Tay River Health Centre serves.

Our objective is to reduce the transmission of COVID-19 to protect the health and safety of all Staff, Students, Contractors, and patients/clients. To that end, and in accordance with provincial directives, Tay River Health Centre has instituted a policy that requires that all Staff, Students and Contractors be fully vaccinated against COVID-19.

Missed Appointments and Late Arrivals

When you make an appointment at the clinic, time is put aside for you. Missed appointments without a 24-hour notice will be charged directly to you. Your appointment card will serve as a reminder if you make an appointment in person after a visit. Additionally, we offer the option of receiving appointment reminders via email using a secure messaging platform called Ocean by CognizantMD. Please make sure to take note of the appointment when scheduling it by telephone.

Please note that if you arrive more than 5 minutes late for your appointment, we may not be able to see you as planned and you will be offered to reschedule your appointment.

Repeat and frequent no-shows and/or cancellations without enough notice may result in termination of the patient-physician relationship and exclusion from the clinic.

Waiting is a Nuisance

No one likes to wait, we understand. Our physicians have multiple demands on their time including unforeseen emergencies and patients requiring extra time. When it is your turn, you will be given the same care and attention. We appreciate your patience and understanding.

Services Insured by Health Insurance

Services covered by the Ontario Health Insurance Plan will only be offered if a valid health card is presented at each visit. The Ontario government requires us to provide this information for each of your visits. Patients already registered, who do not have a valid health card, will be required to pay for services rendered and claim the expenses directly from their health insurance plan.

Non-insured Services and Procedures

You will be charged out-of-pocket for some services and procedures that are not covered by the Ontario Health Insurance Plan. A list of the non-insured services and corresponding fees may be found below.

Fees for Non-Insured Services and Procedures

These fees are subject to change without notice. Physicians reserve the right not to charge for certain items based on individual circumstances.

Currently, we accept payments by cash or cheque. We are unfortunately unable to accept debit or credit card payments at this time.

Visits and Procedures

Service	Fee
Complete Exam	\$195
Intermediate Exam	\$85
Minor Exam	\$55
TB (injection + interpretation) - no charge if for work/volunteer. Students should have it complete at the Health Unit.	\$340
TB (2step)	\$55

TB (injection only)	\$30
Immunization (injection only)	\$20
Cortisone (joint injection)	\$30
Liquid nitrogen (1 application)	\$35
Liquid nitrogen (multiple applications)	\$50
Other exams	Variable

Office Procedures

Service	Fee
Not requiring sutures	\$40
1-3 lesions	\$50
Cyst, Lipoma, Biopsy excision w/ sutures	\$85

Missed Appointments

Service	Fee
Complete (30 minutes)	\$45
Follow-up (15 minutes)	\$25

Chart Transfers

Service	Fee
Chart transfer (individual) - Review	\$45
Chart transfer (family) - Review	\$65

Administrative Fees

Service	Fee
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Paper copies 1-20 pages	\$35
Paper copies 21+ pages	\$0.30 per additional page
Disk fee	\$45
Postage/courier	variable
Retrieval from archive	variable

Other Services

Service	Fee
Prescription renewal – by fax or telephone	\$25 (no charge if over 80 years old)
Lost requisition	\$10

Third Party Forms (examination fees not included)

Service	Fee
School/summer camp	\$35
Admission (daycare/school/graduate studies)	\$35
Wellness Certificate (fitness to work)	\$45
Employees (hospital/nursing home)	\$45
Daycare (disease-free)	\$25
Maternity certificate	\$25
Employer forms (other)	\$40

Third Party Visits

Service	Fee
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MTO driver's medical (includes complete exam, urinalysis and form)	\$165
MTO additional information form	\$55
Functional Abilities Form	\$55
Attending physician's statement	\$170
Insurance certificate OCF – 18	\$170
Insurance certificate OCF – 3	\$170
Insurance certificate OCF – 23	\$170
Insurance certificate OCF – 19	\$140
System or disease specific questionnaire	\$110
Medical evaluation for insurance purposes (includes complete exam)	\$275
Trip cancellation	\$45
Death Certificate (for life insurance)	\$55
Compassionate care certificate	\$65

Government Forms

Service	Fee
Federal disability tax credit	\$150
CPP disability medical report (up to \$85 paid by government)	\$140
CPP narrative report (up to \$150 paid by government)	\$165
CPP request for reassessment	\$30

Citizen and Immigration	\$140
Request for medical information (Application to Armed Forces)	\$110
Central collection service (Request for physician's information)	\$140

Other Certificates

Service	Fee
Application for foster parents / adoption (CAS)	\$70
Medical Certificate for Employment Insurance Sickness Benefits (INS5140)	\$45

Sick Notes (employer/school)

Service	Fee
with appointment	\$25
without appointment	\$30

Hourly Rate

Service	Fee
Our physician hourly rate	\$195 to \$275

Forms and Certificates

Certain circumstances require you to have a form or certificate completed by your healthcare provider. **We reserve 30 business days, upon receipt, to complete and return these forms to you.**

Prescription Renewal

Prescriptions are usually reviewed during an appointment. Physicians' records only show medications which have been prescribed by them therefore it is your responsibility to let them know which

medications you are on. It's good practice to bring in your medications a couple of times a year so that the doctor is up-to-date on what you're taking.

Before each visit, please make sure to check the number of remaining renewals for your prescriptions. We will endeavour to ensure that there are a sufficient number of refills until your next visit for re-evaluation of your medical condition.

It is your responsibility to make an appointment before your drug prescription expires. If your pharmacy sends us a request for renewal, we reserve the right to bill for this service, unless there has been a mistake on our part. Please allow a 5-7 day processing time for prescription renewals. For ways to facilitate your renewals, we suggest you speak to your physician at your next visit to discuss alternative options.

Prescribing Opioids

Physicians may prescribe opioids for pain related to cancer. Physicians reserve the right to not prescribe opioids for their patients for chronic non-cancer pain.

Exam Results

Unfortunately, it is not possible to communicate the results to each patient regarding exams or analyses that are within normal limits. You will be informed of any important or abnormal results. We invite you to make an appointment to discuss any concerns regarding your results.

Preventative Care

Preventive care helps detect or prevent serious diseases and medical problems before they can become major. Routine screening for certain cancers are key in early diagnosis.

Mammography (Mammogram): Every 2 years starting at the age of 50 for all women, earlier if indicated by family history of breast cancer.

Paps smears: A screening for cervical cancer in women, completed every 3 years starting at the age of 21 years or once you become sexually active.

FIT testing (fecal immunochemical test): A test completed every 2 years for men and women, starting at the age of 50. This test screens patients for colorectal cancer. A kit is mailed directly to your home, you provide one stool sample and return the kit by mail for analysis.

Flu Vaccines: To prevent the flu, the flu vaccine will be offered to patients of all ages every fall. We will plan vaccine clinics and can also give you your flu shot when you're present for an appointment.

Our goal is to keep all patients up-to-date with these preventive care screenings. Once you are due for these screenings, our nursing team will order these tests for you, unless you've stated otherwise. If you have questions or concerns prior to the time you are due for routine screening, please speak with your physician.

Services for Patients After Clinic Hours and on Statutory Holidays

We do not offer extended service hours. If the clinic is closed, you may contact Telehealth Ontario Toll-free: 1-866-797-0000 or Toll-free TTY: 1-866-797-0007.

Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse. This service is available 24 hours a day, 7 days a week.

If your situation requires it, call 9-1-1 or go to the Emergency Department at the nearest hospital. In order not to penalize our team, which provides you with essentially the same services, we ask that you not go to any other clinics (walk-in clinics).

Consultations With Specialists and Other Members of our Team

Referrals with specialists and other members of our team will be provided by your physician, if judged necessary, after discussion of your problem during a medical visit.

Patients wishing to be directed to a health professional or a specialist must make an appointment. Please inform your physician during the visit if you wish to be referred to a specific professional.

Any change request regarding a specialist after an appointment has been made will be billed at the rate of \$30.00 for administrative fees incurred. If, one month after your request, an appointment with another professional of our team or with a specialist has not been confirmed, please follow-up with the specialists' clinic. Finally, when an appointment is missed, you are responsible for paying the fees imposed by the specialist according to their office policy.

Teaching Facility

Our clinic is a training site for physicians and other disciplines in family medicine. This means you may be seen by male or female nursing or medical students, and residents and their supervising nurse or physician. Please treat them with respect and help make them feel welcome.

Our Commitment to Your Privacy

Protecting patient privacy is not only the law, but it is an essential part of the Tay River Health Centre Team's commitment to treating our patients with dignity, compassion and social responsibility. We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for purposes to which you consent, or otherwise as permitted or required by law.

Collection of Personal Information

We collect personal health information under the authority of the Personal Health Information Protection Act, 2004 and other laws.

The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to Tay River Health Centre and the care you received during those visits.

As a general rule, we collect personal health information from you directly or from someone authorized by law to act on your behalf. We may collect it from others with your consent; if the collection is necessary for the provision of health care and it is not possible to collect it from you accurately or in a timely way; or for certain approved research purposes; or as authorized by law or by the Information and Privacy Commissioner/Ontario.

Use of Personal Health Information

Access to your personal health information is available to those who need it in order to provide care. This may include physicians, nurses, technologists, therapists and other health professionals. In addition to using your personal health information to treat and care for you, the Tay River Health Centre may use your personal health information to:

- Educate our agents
- Conduct research
- Compile statistics
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law
- Plan, administer and manage programs, services and internal operations
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer or others)
- Conduct quality improvement activities (such as sending patient satisfaction surveys)

Disclosures of Personal Health Information

Unless you tell us otherwise, we may disclose your personal health information to:

- Care providers to determine suitability for services within the community or institutional providers, to provide for ongoing care, to improve/maintain the quality of your care and of those provided similar care, if the disclosure is necessary and consent cannot be obtained in a timely manner;
- Shared electronic health systems that have been established to support your care across multiple healthcare organizations.

As permitted or required by the Personal Health Information Protection Act, 2004, we may also disclose your personal health information to:

- The Ministry of Health and Long-Term Care e-health projects
- Approved research projects
- The Medical Officer of Health to report communicable diseases
- The Workplace Safety & Insurance Board Law enforcement officers who present a warrant or subpoena, or to aid in an investigation
- Law enforcement officers who present a warrant or subpoena, or to aid in an investigation
- A Children's Aid Society where child abuse is suspected; or the Children's Lawyer
- The Public Guardian and Trustee
- The Coroner

If you have questions or concerns, you also have the right to contact:

The Information and Privacy Commissioner of Ontario

2 Bloor Street East Toronto, ON M4W 1A8

Telephone: (416) 326-3333 or 1-800-387-0073

Fax: (416) 325-9195

www.ipc.on.ca

Policy on Inappropriate Patient Behaviour

Inappropriate or abusive behaviour or comments, and harassment, or violence against a member of our staff, a physician or another client will not be tolerated or ignored at the clinic. We ask that all interactions with our staff remain respectful, including when speaking over the phone.

Any behaviour judged to be inappropriate, abusive, aggressive or intimidating, infringing on the dignity or respect of a person, be it physically, verbally or in writing, could result in the termination of the patient-physician relationship and exclusion from the clinic.

If the therapeutic relationship between physician and patient is severed for whatever reason, either by the patient or the physician, it is our clinic's policy *not* to transfer care of the patient to another physician of the practice.

Providing Feedback

In order to enhance your experience at our clinic, we welcome your comments. Please discuss any concerns with your physician. If you have a formal complaint, please submit it in writing to the Operations Manager of the Tay River Health Centre so as to ensure an appropriate follow-up.