**Patient Policies**

*Please note that we are not accepting new family practice patients at this time. Pregnant patients may be referred to our clinic at any point in their pregnancy.*

**Regular Office Hours**

* Phone calls are answered during the following hours:
	+ Monday 9am – 4pm (closed 12-1pm)
	+ Tuesday 9am – 4pm (closed 12-1pm)
	+ Wednesday 9am – 12pm
	+ Thursday 9am – 4pm (closed 12-1pm)
	+ Friday 9am – 3pm (closed 12-1pm)
* Barring absences and hospital call/duties, our physicians are in the office on the following days:
	+ Dr. Bachmeier – Monday, Wednesday, Friday
	+ Dr. Dales – Tuesday, Thursday, Friday
	+ Dr. Hacking – Monday, Wednesday, Thursday
	+ Dr. Smits – Tuesday, Wednesday, Friday
	+ Dr. Thompson – Monday, Tuesday, Thursday

**Appointment Booking**

* We are currently offering appointment booking by calling our office at 519-438-5101 or booking online at: https://ocean.tips/old-south-maternity-online-booking
* To help us schedule appropriately, please provide reception with all the issues you would like addressed.
* Standard appointment slots typically allow us to address one major or two minor issues. If you have multiple concerns, you may be asked to book multiple appointments.
* If your physician is unavailable, you may be booked with another physician or locum physician at our clinic.
* Please note we are unable under our licensure to provide care to you if you are currently located outside of Canada.

**Mask Policy**

* Well-fitted masks that cover the nose and mouth are required for all in-person appointments for the foreseeable future for all persons entering the clinic >2 years old.
* Thank you for helping keep us and our patients safe!

**COVID-19 Screening**

* We encourage patients to self-screen prior to entering the office or any health care setting.
* Call us ahead of your appointment if you have any of the following symptoms. Your appointment may be converted to a phone appointment or deferred if non-urgent.
* If you have the symptoms of COVID-19 listed below, assume that you may have the virus and may be contagious.
	+ Any one or more of:
		- fever or chills
		- cough
		- shortness of breath
		- decreased or loss of taste or smell
* Any two or more of:
	+ runny nose or nasal congestion
	+ headache
	+ extreme fatigue
	+ sore throat
	+ muscle aches or joint pain
	+ gastrointestinal symptoms (such as vomiting or diarrhea)
* For more information on COVID-19 visit: https://www.ontario.ca/page/covid-19-coronavirus

**Missed Appointments**

* Not attending your scheduled appointments (either in person or by telephone) prevents access to care for other patients.
* Please provide at least 24 hours notice by calling our office if you need to cancel or reschedule your appointment.
* If you no-show to an appointment, you will receive a warning letter.
* After a second missed appointment, you will be charged $40 for a missed 15 minute appointment and $80 for a 30 minute appointment.
* If you no-show a third time, you may be discharged from the clinic and need to find a new family physician.

**Communication**

* Abnormal results will be communicated to you by phone or secure email if you have granted us permission. If needed, we will make sure you have a follow up appointment in an appropriate amount of time based on the result. If you already have an upcoming appointment booked and the abnormal results is non urgent then it will be communicated to you at the appointment.
* Normal results may not be communicated to you until your follow-up appointment; however, you are welcome to call us to find out your result.
* If you have not heard back regarding a referral after 2 months have passed, please contact us.
* Please promptly update the office reception if your mailing address, phone number, health card number or email address have changed.

**Medication Renewals**

* It is the patient’s responsibility to contact our office or their pharmacy several weeks before running out of their medications.
* Medication renewals are best to be done at your appointment.
* If a request is made by your pharmacy, it may take up to 3 business days for a renewal to be performed.
* Please bring a list of all your medications, vitamins, and supplements to each visit for reconciliation.

**Controlled Substances**

* If you have been prescribed a controlled substance, your physician will have you sign a controlled substance contract, terms of which will be reviewed in detail with you.
* Examples of controlled substances include: opioids (e.g. Tylenol no. 3, morphine, hydromorphone, tramadol, Percocet, fentanyl, oxycodone), benzodiazepines (e.g. lorazepam, clonazepam, oxazepam, diazepam), and stimulants (e.g. Ritalin, Concerta, Vyvanse, Adderall, Biphentin).

**Late Arrivals**

* Occasionally your physician may be late for your appointment due to unforeseeable circumstances or addressing patient concerns.
* However, to avoid unnecessary delays, you will be asked to rebook your appointment if you arrive more than 15 minutes late.

**Uninsured Services & Forms**

* Not all services are covered by OHIP. Examples of uninsured services and forms include:
	+ Visits or procedures done for cosmetic reasons
	+ Certain immunizations and their administration
	+ Ear flushing without hearing loss
	+ Wart treatment (other than feet/genital areas)
	+ Medical forms including (but not limited to) driver’s medicals, travel forms, sports/job clearance, records requests, sick notes, insurance notes, Disability Tax Credit, CPP Disability Medical Report, lawyer requests, transfer of medical records, travel advice, and prescription renewals without visit
* Most forms require an appointment for completion. Please inform the staff when booking your appointment if you have a form to be completed and what the form is for.
* Forms take up to two weeks to be completed.
* Payment is due immediately upon pick-up/completion.
* Non-payment may result in your discharge from the clinic.

**Outside Use Policy**

* As part of providing comprehensive family medicine, we need to be aware when you are visiting outside healthcare providers, particularly walk-in clinics. We do not typically receive notes and records from walk-in clinics, cannabis clinics and virtual clinics.
* Choosing to repeatedly seek care outside of Old South Maternity Care could result in dismissal from our clinic.
* If you are unable to attend our office regularly due to location, please notify our office.
* We have same day appointments for urgent issues and an After Hours Clinic available four times per week.  All physicians at the After Hours Clinic have access to your record and will provide us detailed information about your visit.

**Clinic Etiquette & Behaviour**

* We aim to provide a safe, secure and respectful environment for all of our staff and patients.
* We ask that you please be respectful of others’ privacy and space during your wait and appointment.
* We have a zero-tolerance policy for threatening or inappropriate behaviours. This includes but is not limited to behaviours such as yelling, swearing, threats or threatening behaviours, unwanted physical contact, sexual harassment, and discriminatory remarks.
* Failure to abide by this policy may result in you being discharged from the practice immediately.

**Phone Appointments**

* If deemed appropriate, your appointment may be conducted by telephone.
* If a physical exam is required, you may be asked to follow-up in person.
* Ensure your phone allows for calls from blocked/private numbers.
* Our no-show policy applies.
* If the physician is on-call at the hospital, she may not call at your designated appointment time.
* Do not operate a vehicle during your appointment.

**Medical Learners/Teaching Practice Policies**

* You may encounter family medicine resident physicians and medical students in our practice.
* They review all cases with the supervising physician and are capable of different levels of responsibility.
* Thank you in advance for contributing to the development of our future generation of doctors!

**Obstetrical Practice**

* All physicians at Old Maternity Care deliver babies and may occasionally need to leave the clinic on short notice.
* If your appointment is affected, you will be rescheduled to the next available appointment.