

# J-VON MEDICAL CENTRE Clinic Policy

I \_\_\_\_\_ have read, and agreed to the following :

- **Online Booking:**

J-Von Medical Centre offers online booking for phone calls, virtual appointments, and in-person visits through our website.

- **Appointment Guidelines:**

Due to the high volume of appointments, our office recommends that patients limit discussions to 1-2 medical issues per visit. In case of emergencies, our doctors will allocate additional time for discussion. However, for non-emergency matters, doctors will prioritize and address them within the allotted time. If necessary, a follow-up visit may be suggested to ensure thorough attention to each concern. In our commitment to maintaining a timely schedule, we kindly request your understanding. If any delays occur, we appreciate your patience and request that you refrain from pressuring our front staff for timing adjustments. We acknowledge and value your time.

- **You should See Your Own Doctors:**

Starting from 2024, our clinic will be transitioning to a system where patients will only be able to see their own family doctor. This change is reflective of the province's new medical model, which focuses on strengthening the patient-doctor relationship and improving the quality of care. As part of this commitment, please consult with your assigned family doctor for your care. Changing your family doctor within this clinic is not permitted.

- **Cancellation, No-Show, and Late Arrival Policy:**

- ✓ No-Show Charge: A \$75 fee will be charged for missed appointments. A \$75 fee will be charged for missed appointments. This fee must be paid prior to scheduling your next appointment, and the fee must be received within 2 weeks.
- ✓ Cancellation Policy: Please provide at least 24 hours' notice, if you need to cancel or reschedule your appointment. A \$75 fee will be charged for cancellations made with less than 24 hours' notice, and the fee must be received within 2 weeks.
- ✓ Late Arrival Policy: If you arrive 15 minutes late or more. Your appointment will be rescheduled. A \$75 fee will be charged, and the fee must be received within 2 weeks.
- ✓ Repeated Cancellations/No-Shows/Late Arrival: Patients who cancel, no-show, and/or are late more than three times will be discharged from our clinic.

- **Services Not Covered By MSP**

Please note that some services offered at our clinic are not covered by the MSP and will require direct payment. For detailed information on fees for these services, please refer to our [fee list](#).

We exclusively assist senior patients in booking appointments online.

● **Other Policies:**

1. Translation Services: Our clinic does not offer translation services and cannot accept medical reports that are not in English. Patients are responsible for bringing their own translator if needed and for ensuring any non-English documents are translated into English before submission.
2. Urgent Appointment Policy: Please note that our clinic does not provide urgent care appointments. If you require immediate medical attention, we advise visiting an Urgent Primary Care Centre or an emergency room. For non-urgent matters, please schedule a regular appointment with us.
3. Reports and Prescriptions: Please note we do not discuss lab reports or prescribe medication without an appointment. To discuss these matters or receive your lab reports, an appointment with your doctor is required. The clinic is not authorized to release lab reports without a prior discussion with your doctor. (We do not prescribe narcotics or benzodiazepines.)
4. Contact Information: Ensure your phone has voicemail. If not, provide a secondary contact number and email. This is crucial for communication about your care and for specialist offices or other medical facilities to contact you directly. Update us with any changes in your contact details.
5. Child Supervision: While in the waiting and patient rooms, please supervise your children. Their safety is your responsibility.
6. Cell Phone Use: Please refrain from using your cell phone in the reception area and patient rooms.
7. Emergency Hospital Visits: If visiting a hospital for an emergency, provide the doctor's name instead of the clinic's. This ensures your files are accurately linked in our system.
8. Doctor Transfers: If a doctor leaves our practice, please follow them to their new office for continuity of care; If a doctor retires, patients will no longer be able to continue care at our clinic under that doctor. You will need to find a new healthcare provider elsewhere. We will do our best to assist you during this transition by recommending alternative providers for your care.
9. Respectful Conduct: Any form of rude language or behavior (verbal abuse, violence, threats, harassment, property damage) is not tolerated. Offenders will be asked to leave and warning issued. Patients may also be discharged from our clinic.

**Thank you for choosing our clinic. We look forward to providing you with quality care!**

Signature and Date (after you read the policies)

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