



CACHET FAMILY PHYSICIANS

905-887-2222

OUR HAND BOOK

It is our greatest desire to ensure that you are provided with the best possible care. Please help us accomplish this goal.

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1) Annual Physicals (CPX)

You are entitled to one complete physical examination annually. For example: if you had your

CPX on January 1, 2016, the next one should be booked no earlier than January 2, 2017. Once you have had your CPX, stop by the receptionist to book for the next year.

2) Appointment Lines

Please do not call the appointment lines for anything other than to book an appointment. Listen to the options carefully and choose accordingly.. The appointment lines will not be answered between 1pm and 2 pm Monday to Friday. Non-Urgent appointments can be requested by E-mail at appt.cfp@rogers.com ..

3) Cancellation Policy

We require at least 24 hours notice for cancellation of appointments. If you are calling to cancel an appointment, please press "0" or "7" and leave a message. Leave the time of your appointment, the doctor with whom it is booked, and don't forget your name. Failure to give the required notice or if you do not show up for your appointment, will result in an administrative fee based on OMA guidelines. If you are booking within the 24 hour period, you are expected to show up for your appointment or the administrative fee will apply.

4) Confirmation Policy

We do not guarantee that you will receive a call to confirm your appointments. We do try, but this is not always possible, therefore you must take responsibility for remembering your appointments.

5) Change of Information

Please inform the receptionist of any change of information (address, telephone #, health card # etc).

6) Emergency

In the event of an emergency and our office is closed, please go to the nearest emergency department or call Tele-Health Ontario,

7) Family Health Organization

This clinic is part of the Cachet FHO Group. Please do not use outside walk in clinics as this will jeopardize your enrollment with your doctor. In the event of an emergency, please go to the nearest emergency department.

8) Health Cards

Before your visit with the doctor, (if you have a green card) please check the effective and expiry dates on your card to ensure validity. Please ensure that you present your health card at every visit. If you show up without a valid health card or if your card is lost or stolen, you will be asked to make a deposit of **\$50.00**. This is an administrative fee and not payment for the visit, which is refundable if you present a valid health card within the time requested.

9) Outstanding Fees

All outstanding fees must be paid prior to seeing a doctor.

10) Lost Prescriptions or Referrals

If you have misplaced your prescription or referral notes and need to have a replacement, you will be charged an administrative fee for the processing

Prescription Renewals

Some doctors may renew prescriptions by phone. Please note that there is a charge for this service.

11) Messages

When you are leaving messages for the doctors, please leave complete details. Messages should only be left with the secretary, (not the receptionist) in the secretary's voice mailbox or the general mailbox. If you feel you cannot leave the details, please book an appointment to see your doctor. Your doctor will not respond to vague messages. Don't forget to leave your name and telephone number.

12) Transfer Policy

Patients will not be allowed to transfer from one doctor to the next within this clinic. If you feel the need to transfer to another physician, a written request must be made and your files will be transferred (charges apply) to the physician of your choice. Once you have transferred to another doctor, your file will be closed and you will not be permitted to return to this clinic.

13) Urgent Care (Walk in only)

We do operate an Urgent Care Clinic – Saturdays 9am-12pm (sometimes later) as a courtesy to our **patients**. No appointment is necessary.

14) Commonly Used Non-OHIP Costs

Please note OHIP does not cover everything. You may sign up for extended coverage. Fees Apply .

16) Inactive Files

If you have not been to the clinic for at least 3 years, your file will be put in storage. In order to be seen by a doctor again, your chart will be reviewed and a decision will be made whether to reinstate you as a patient. We are not suggesting that you should see a doctor if you are not sick. However, an annual physical is recommended for your own health and this will keep your file active.

17) Visit with your Doctor

You are only allotted a certain time for each visit, please ensure that you only discuss **one** (the most important) problem at this visit. It is not fair to other patients to have to wait for extended periods because patients have come with a multitude of problems. Stop by the receptionist to set up an appointment as early as you can to discuss the next problem.

18) Telephone/Results

Please do not call the clinic to get results unless your doctor has instructed you to do so. Any questions regarding symptoms, medications, vaccine reactions or illnesses should be addressed in your doctor's office. The staff is not qualified to give advice or information unless authorized by a doctor.

19) Office Hours

Monday to Thursday 9am - 8pm
Friday 9am – 3 pm
Saturday 9am – 12pm (occasionally later)

Compliance with our protocol will ensure your needs are met.