

# CACHET MEDICAL CENTRE HANDBOOK

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

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### 1. Annual Physical (CPX)

You may have one complete physical per year, however the new Ontario guidelines, only recommend periodic visits. For example: if you had your CPX on January 1, 2021, the next one should be booked no earlier than January 2 of the next year.

### 2. Appointment Lines

Please only call the appointment line to book appointments. Listen carefully to the prompts and choose accordingly. The telephone lines are not answered between 1:00PM and 2:00PM daily. Non-urgent appointments may be requested by Email at [appt@cachetmedical.ca](mailto:appt@cachetmedical.ca). However, **a signed e-mail consent form must be on your file in order to communicate with you by e-mail.**

### 3. Cancellation Policy

We require at least 24 hours notice of cancellation for regular appointments and 48 hours for annual physicals and counselling and procedure appointments. Please listen carefully and follow the prompts to cancel your appointment. Do not forget to leave your name, the time of your appointment and the doctor with whom you have the appointment booked.

Failure to give the required notice or if you do not show up for your appointment will result in a charge. If your appointment is booked within 24 hours, you will be expected to show up or there will be a charge unless you were admitted to a hospital.

**4. Confirmation Policy**

We do not guarantee that you will receive a call or an e-mail to confirm your appointment. Therefore, it is your responsibility to remember your appointment.

**5. Change of Information**

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

**6. Emergency**

In the event of an emergency and our office is closed, please go to the nearest emergency department or call 911

**7. Practice Model**

This clinic operates under the Family Health Organization (FHO) practice model. Which means that your doctor is paid an annual salary to care for your medical needs. Please do not use outside doctors unless it is a specialist that your doctor referred you to or if you had to go to the hospital emergency department. Failure to comply with the above will jeopardize your enrollment with your family doctor and will affect your doctor's salary.

**8. Health Cards**

Before booking an appointment, please ensure that you have a valid Health card. A valid health card is to be presented to the receptionist at each visit. If your health card is invalid, a deposit of \$50 will be required. This is an administrative fee and not payment for the visit. This fee 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 note and need a replacement, you will be charged an administrative fee for the processing.

**11. Prescription Renewals**

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

**12. Messages**

When you are leaving messages for your doctor, please leave complete details. Messages other than to book or cancel an appointment must be left with your doctor's secretary not the receptionist.

**13. Transfer Policy**

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

out of the clinic, you will not be able to book another appointment and your file will be marked inactive.

**14. Urgent Care Clinic**

Urgent care is offered on Saturdays between 9:00am to 12PM. Please call ahead to ensure that a doctor is available.

**15. Uninsured Services**

OHIP does not pay for everything. Fees apply for non-OHIP covered items, example notes, forms, certain vaccinations etc. These fees are based on the Ontario Medical Association (OMA) guidelines.

**16. Inactive Files**

If you have not been to see your doctor for 3 or more years, your file will be marked inactive. In order for your file to be re-activated, a request must be put in to your doctor to determine if you will be accepted back in his/her practice. We are not suggesting that you should see your doctor if you are not sick, however an annual physical or a periodic visit is advised to maintain your doctor/patient relationship.

**17. In-Clinic Visit**

You are only allotted a certain amount of time for your visit which would normally cover only 1 medical problem. Please bear this in mind when you visit with your doctor. It is not fair to other patients to have to wait for extended periods because of patients using more time than is allotted. Stop by the receptionist to set up another appointment if the time given is not enough to discuss all your medical problems.

**18. Lab/Specialist 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 with your doctor. The staff is not trained or qualified to give medical advice or information unless authorized by your doctor.

**19. Clinic Hours**

Monday to Thursday	-	09:00am – 07:45PM
Friday	-	09:00am – 12:00PM
Saturday	-	09:00am- 12:00PM

**20. Termination**

There is ZERO tolerance for rude and aggressive behaviour towards doctors or administrative staff. If such behaviour is exhibited, it will result in immediate termination from the clinic.

***Compliance with our protocol will ensure your medical needs are met.***

