

Welcome to Rideau Crossing Family Health Centre!

Our goal is to provide the residents of Kemptville and the surrounding area with access to quality health care and build a healthier community. We provide a wide range of services to help support the medical needs of our patients. We are committed to providing continuous care to our patients, from infants to the elderly, with an emphasis on preventative treatment.

We have put together the following information which we hope will answer some questions you may have.

Rideau Crossing Family Medical Centre is considered a FHO, which stands for Family Health Organization. It is an initiative of the Ontario Medical Association and the Ontario Ministry of Health and Long-Term Care. Registering with a FHO means that you will have access to primary care or telephone health advice 24 hours a day, 7 days a week. You also agree to contact your family doctor or Telehealth when yourself or an enrolled family member need primary care or medical advice. You further promise to do this unless there is an emergency or you are travelling away from home. For more information please see the back of your Enrollment and Consent to Release Personal Health Information, which you have been asked to complete and sign.

Accessing Care

- All visits are by appointment only.
- We encourage you to arrive **10 minutes early for all appointments**. This will allow us to get you checked in and the Medical Office Assistants or Nursing to do an intake assessment which may include sample collection, weight, blood pressure measurements, etc.
- Appointments may be made **by calling the clinic (613-258-0100)**:
 - Monday-Thursday: 8:30 am – 12:00pm and 1:00pm – 4:00pm
 - Fridays: 8:30am – 12:00pm
 - Saturdays: 8:00am – 9:00am

Please note we experience extremely high call volumes first thing in the morning, if your call is not urgent, you may wish to try to reach us later in the day.

- Certain appointments can also be made **anytime through our online booking system called Ocean**. You can access online booking directly through our website under the “Online Booking” section.
- Visits are generally scheduled every 15 minutes.
 - Note 1-2 issues can be sufficiently addressed with each 15-minute office visit, so if you do have multiple concerns, please schedule 2 visits so time allows for adequate assessments.
- Mental Health visits, Minor Procedures, Diabetic Checks, Well-Baby Checks and Preventative Health Exams are extended appointments.

Practice Share

- The physician you are rostered to is involved in a **Practice Share Model** with one other provider. This means although you are formally assigned to one physician, you are under the care of two physicians at Rideau Crossing Family Health Centre.
- Each physician will be working and available to you in clinic from Monday to Friday, alternating working weeks with one another.

Benefits to the Patients:

- You will have a family physician available to you Monday to Friday, every week, with a greater opportunity for visits with your doctor at dates/times that are most convenient to you.
- In the case where an urgent/ same day appointment is needed, you will see one of two providers in your intimate circle of care as opposed to any physician available in clinic that day

If you find you have developed a strong rapport with one of the two physicians, you can simply request to see that person in particular when booking with front desk staff.

What to Bring to your Appointment

- A valid health card to every visit.
- All of your current medications; prescription, non-prescription and over the counter medications that are taken on a regular basis.
- Remember your glasses and hearing aids if applicable.
- Blood pressure and/or blood sugar readings when renewing blood pressure medications, or at your diabetic visit.

Cancelling Appointments

- We request **24 hours' notice** when cancelling appointments. If you are calling after hours to cancel please press 1 and at the second prompt press 2.
- If you find a sudden need to cancel an appointment on the day it is scheduled, please contact the office as soon as possible.

Late for Appointments

- It is recommended that you arrive 10 minutes early for all appointments.
- Patients arriving late may be refused to be seen and will be required to rebook an appointment.
- If a patient arrives more than 10 minutes late for an appointment it is considered a missed appointment and an invoice may be issued.

Missed Appointment Fees

- Appointments missed without the 1 business day notice, or without compassionate reasons will be billed directly to patients as follows: \$50 for regular appointments, \$100 for periodic health exams or appointments booked at 30 mins. No show bills must be paid prior to your next appointment.

Behaviour Abuse Policy

Our front staff are specially chosen and trained to help patients. We understand that there are many reasons why you may need to visit our office and we make every effort to make your visit as pleasant and comfortable as possible. In turn, we ask that your behavior is respectful of our staff.

There is a zero tolerance for abuse of any kind and may lead to dismissal from the practice. If you have any problems associated with your visit, please contact our managers in writing.

In order to provide you with the best possible care, a satisfactory doctor-patient relationship is necessary. If for any reason, this relationship becomes compromised, then it may be best for both parties to end the relationship. If this occurs then we will provide emergency medical care for one month or when the patient finds a new family doctor, **whichever comes first**.

After Hours Care

- Most of our physicians are open access, which means that they have a substantial portion of their day available for same day appointments.
- For physicians who are not open access, they ensure that they keep a small portion of their day available for urgent appointments.
- **Telehealth is available for medical advice when the office is closed. They can be reached at 1-866-553-7205**
- For serious health issues, call 911 or proceed directly to the nearest emergency department.
- We also offer an Urgent Care Clinic for our patients **by appointment only** most Saturdays from 9 am – 4pm, excluding holiday long weekends.

Test Results

- You will be contacted by our office staff if your test results require a discussion earlier than your next planned visit, otherwise they will be reviewed at your next appointment. Please note office staff are not able to release test results to patients. As a general rule, you will not be contacted with normal results. Although, if you have concerns, please feel free to initiate contact with our office.

Prescription Renewals

- At each appointment, please ensure that you remind your doctor if you require refills of your medications to last until your next visit. It is your responsibility to ensure you have enough medication until your next visit. Please do not allow your regular medications to run out. Book an appointment for medication review/renewal when you pick up your last refill from the pharmacy.
- **We do not accept phone/fax prescription requests.** If a prescription request comes in from your pharmacy and the medication is renewed, you will be invoiced \$25. Please advise your pharmacy not to fax requests over if you are not prepared for this fee. Some pharmacies can renew medications that you have been on for more than 6 months at a stable dose as long as they are not a controlled substance, for up to 30 days, until you make an appointment to see your physician. We suggest booking well in advance (eg at your final renewal) so that you do not run out of your medications.

Referrals

- Referral requests cannot be made over the phone, they must be discussed in person with your family doctor during a scheduled appointment.
- Referrals are directly and, first and foremost, communicated with the patient before they are relayed to the family physician's office.
- We work hard to find excellent specialists for more specific interventions and skill sets that your family physician deems necessary. Referrals can be a lengthy process. Please allow up to three months to receive appointments for routine referrals.
- If you have a certain specialist in mind that you would like to be referred to, please discuss this with your doctor when the need for the referral arises.
- If you are unable to attend an already scheduled specialist appointment, it is **your responsibility** to contact the specialist directly to cancel or reschedule. This will enable another patient to be seen and prevent you from being billed a "no show" fee and potentially being unable to rebook with that specialist in the future.

Switching Physicians

- Rideau Crossing Family Health Centre (Rideau Crossing FHC) patients occasionally ask whether they are able to switch to a different physician, either after the initial intake/first visit appointment or after receiving care from their assigned family physician. Rideau Crossing **does not allow** patients to switch physicians. Please feel free to read our policy regarding this on our website. (www.rideaucrossingfhc.ca)

Narcotic Medical Policy

- If you and your physician have deemed it necessary to be on narcotics as part of your treatment plan, you will be asked to sign a standardized **Narcotics Contract** in office. This contract ensures your narcotic is prescribed and managed by that particular physician only. The purpose of this is to ensure your safety, and strengthen the circle of care and trust with your primary caretaker.

Uninsured Services

- Ontario's Health Insurance Plan (OHIP) pays for most medical services but, many administrative services and some medical procedures are deemed by OHIP to be not medically necessary, and are therefore uninsured. Examples of such services include procedures for cosmetics or work-related forms. Rideau Crossing Family Health Centre policy is that these services are billed directly to the patient and payment is due at the time the service is rendered. Please note costs vary depending on forms, time to complete and OMA guidelines.
- Please inquire ahead of time as to prices for other Uninsured services.
- For your convenience we accept, Cash, Cheques, Debit or Credit Card.
- Completion of forms is considered an uninsured service. Please ensure that you have fully completed your section of the form prior to submitting to your physician for competition. Failure to do so will result in delays. Although every attempt will be made to complete forms in a timely manner, as per the OMA and CPSO guidelines, physicians do have **up to 60 days** to complete forms.

Completion of Forms/Paperwork

Please advise receptionist **when booking** and presenting for an appointment that you have paperwork to be completed. Please ensure that you have fully completed all sections that you are required to complete as well as signing the authorization to disclose the information on your behalf. Our physicians attempt to complete this paperwork as quickly as possible.

Moving Out of Province/Out of Province

Rideau Crossing Family Health Centre is only able to accept clients who reside in the province of Ontario. Unfortunately, if in the future you should move out of the province, you will be required to find suitable health care within your new province.

Resolving Care Concerns

We can't address a concern that we do not know about. Rideau Crossing is committed to providing high quality service to our patients. We treat complaints seriously and are always willing to listen to your concerns. We appreciate that we can learn from them and that we can continuously improve. We assure you that we treat a complaint as an expression of dissatisfaction with our service, which we feel warrants a response.

Formal complaints procedure:

1. Request and complete a Complaint Report and submit.
2. Our Clinic Director will acknowledge receipt of the complaint within a reasonable time.
3. Our Clinic Director will then meet with the management team to investigate the complaint.
4. Findings will be communicated back to you at our earliest opportunity, generally 4 weeks, unless otherwise notified.

Statement of Information of Practices Relating to Privacy

Collection of Personal Health Information

We collect personal health information about you from you or from a person or other health care professional acting on your behalf. This information may include for example, your name, date of birth, address, health history, records of your visits to Rideau Crossing and the care that you have received during those visits. Occasionally, we may collect personal health information about you from other sources if we have obtained your permission to do so or if the law permits.

Use and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- Treat and care for you
- Communicate with other health care providers such as specialists, pharmacists
- Get payment for your health care from: OHIP, WSIB, your private insurer or others
- Plan, administer and manage our internal operations
- Conduct risk management and quality improvement activities
- Teach, conduct research or compile statistics
- Report as required or permitted by law

Your Choices

You may access and correct errors to your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us. (Subject to legal exceptions)

Other Important Information

We are required to keep your personal health information safe and secure. 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 protect your privacy and only use your personal health information for the purposes to which you have consented.

We have systems in place to monitor and update our privacy compliance on an ongoing basis.

How to Contact Us

Our Privacy Contact is **David Mowatly, Ext 212**

If you have further questions or concerns about our privacy practice, or wish to view a copy of our Privacy Policy, please contact us.

Privacy Commissioner

2 Bloor Street, Suite 1400,
Toronto, ON M4W 1A8
Phone: 1-800-387-0073

I have read, understood, and agree to the Clinic Policy. YES NO

I have read, understood, and agree to abide by the clinic policies outlined above. YES NO

I have read, understood, and agree to abide by the Zero Tolerance Policy at Rideau Crossing.
YES NO

I give permission for Rideau Crossing Family Health Centre permission to communicate via email or to provide my email for specialists who may request it as a means of communication.
YES NO

Name, please print.

Signature of patient or guardian

Email Address (Please print clearly)

Date