

Dr. Marvin Bailey, CCFP, MBCHB

Jack Nathan Health Medical Centre

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Clinic Policies

1. All patients must bring a **VALID HEALTH CARD** and a list of all their current medications to each office visit if you need it renewed.
 - Please bring prescription bottles if you do not have a medication list.
2. If your health card is not valid or expired, uninsured visit charges will apply and must be paid for at the time of your visit. Failure to pay for your fee at the time of the visit or within 3 business days **WILL** result in you not being able to re-book in the future until this is cleared.
3. Patients who do not show for their appointments will be charged a fee of \$50 for standard clinic visits or a fee of \$100 for in-depth office visits IE. Complete Physicals Minor Procedures, PAP's etc.
 - This policy is in place to ensure the appropriate utilization of physicians and clinic resources
4. Communication with administrative staff about your health or investigations is also against provincial privacy regulations and you will be instructed to communicate all medical concerns with your doctor at your appointment.
 - Our staff will be happy to help with all other concerns.
5. It is understood that if required, the physician may need to communicate details of your health information within the circle of care (i.e. other physicians, nursing staff, pharmacists).
6. Laboratory Tests & Investigations: Most test results will arrive to our office within **5-10 days** after being performed. Investigations will arrive directly to the physician who ordered them. Other physicians may not be immediately aware of a patient's test results.
 - Patients are requested to **book a follow-up appointment** with the same physician who ordered their tests to be advised of the results and management.
 - Please schedule a follow-up appointment after the test is performed to review the results & make sure we have the results beforehand. While we attempt to contact all individuals with abnormal or concerning results, do not assume that no call is good news.
 - **Administrative staff are unable to provide you with the results of your tests.**

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7. Be respectful to others. We have a **zero tolerance** policy on any verbal or physical abuse (i.e. yelling, using inappropriate language, etc).
 - You will be asked to leave the clinic and it may result in your dismissal from the practice.
8. Some medical services are not covered under MSP (uninsured services), such as missed appointment fees, work/school forms, sick notes & certain surgical procedures
9. Referrals to specialists are not made simply upon patient request. A physician is required to assess the patient's medical situation and based on the findings, make an appropriate medical decision. Your physician may recommend additional tests before referring you to a specialist.
 - Referrals to specialists will be based on if it is medically necessary in the determination of the referring physician.
10. We do not refill prescriptions over the phone or fax. It is your responsibility to ensure you do not run out of medications. Please allot at least 2 weeks before your medication runs out to notify us. We will not rush to fill a prescription because you forgot.
11. Only your family physician can refill your narcotic/controlled substance prescriptions. You will NOT be able to refill your narcotic/controlled substance prescriptions at a Walk-in clinic
12. EMAIL COMMUNICATIONS: email communication is meant for appointment scheduling only. No medical advice will be given over email, even if requested, and such emails will not be responded to as these are not routinely monitored by a clinician. Any information that you wish for your doctor to have regarding your medical file must be communicated directly to your doctor during your appointment. No emails will be forwarded to your doctor.
13. VOICEMAILS: Please leave only **one** voicemail. Leaving multiple voicemails backs up the call log and makes the response time lengthier.
14. Referrals/Requisitions: We do NOT have the wait times for other specialists or imaging clinics. Each clinic varies and is triaged accordingly once the referral/requisition arrives to their office.
15. Patients with serious medical emergencies should go to the nearest Emergency Department.