



## **CLINIC GUIDELINES AND POLICIES**

Welcome to Mount Dennis Weston Health Centre, part of the Humber River Family Health Team. For more information about our clinic, events and policies, please visit <https://www.hrfht.com/> or <https://www.mountdenniswhc.com>.

### **COMPREHENSIVE CARE**

Enrollment in Dr. Edwin Wu's family medicine practice allows you to access a large variety of allied health services affiliated with Humber River Family Health Team, *some which are not typically covered by the Ontario Health Insurance Plan (OHIP)*. This includes access to our nurses, social workers, dieticians, clinical pharmacists, chiropractors, counsellors and many education programs such as for diabetes and smoking cessation.

We recommend avoiding walk-in clinics as they do not have access to your full medical record to base their medical recommendations on and do not communicate with us. Frequent use of walk-in clinics may fragment your medical care and demonstrates to our team that you prefer to seek medical care elsewhere.

### **ARRANGING AN APPOINTMENT**

To book an appointment to discuss a medical concern, please call [416-763-1171](tel:416-763-1171) or book online at <https://www.mountdenniswhc.com/online-booking>. The phone lines are open from 9 AM to 5 PM Monday to Friday. A few limited spots are available for same day appointments. Please call us to ask for Dr. Wu's most up-to-date clinic schedule.

If there are no available appointments, please call our After-Hours Clinic at [647-342-8266](tel:647-342-8266) from 5 PM to 8 PM Monday to Friday and 10 AM to 2 PM Saturday to Sunday. This clinic is staffed by an on-call physician who is part of the Humber River Family Health Team and will have access to your medical records. This clinic is reserved for urgent medical issues and is first come first serve.

In the event of a medical emergency, please call 911 or attend your local emergency department.

### **PREPARING FOR YOUR APPOINTMENT**

Please have ready a valid health card with you for your appointments. If you do not have a valid health card at the time of your appointment, you will be charged the appropriate rate as an uninsured patient.

For in-person appointments, we ask that you arrive 10 minutes in advance of your appointment time and bring all prescribed medications with you. For virtual or telephone appointments, please expect a call from the clinic or from an unknown number at the time of your scheduled appointment.

Due to the unpredictable nature of primary care, we may on occasion run behind schedule, but we will endeavour to see you as soon as possible. Patients arriving more than 15 minutes late for their in-person appointment or who are unable to be reached after two attempts for virtual or telephone appointments may be asked to reschedule and may become liable for the “no show” fee.

If you have multiple health concerns, please list all of your issues at the start of the appointment so that we can prioritise what needs to be addressed. It is generally best to thoroughly deal with 1 to 2 issues per appointment. If there are more, we can arrange for further appointments to address them effectively.

### **“NO SHOW” OR LATE CANCELLATION**

We kindly ask that you give 24 hours notice if you will not be able to attend your appointment. This will allow another patient to make use of the slot and ensure that we continue to see patients in an efficient and timely manner. The clinic may charge a “no show” fee to patients who do not attend their appointment or who cancel with short notice.

If a patient does not show for an appointment on three consecutive occasions without appropriate cause or notice, we reserve the right to terminate your enrollment.

### **UNINSURED SERVICES**

OHIP covers most medical care, but does not cover some medical procedures and most administrative services. These include, *but are not limited to*, insurance or employment forms and examinations, sick notes, request or transfer of records, prescriptions for certain medical supplies such as orthotics and compression stockings and referrals to massage therapy or chiropractor services. You will be notified if a service or request is not covered by OHIP and you will be informed of the appropriate fee based on the Ontario Medical Association guidelines.

### **INVESTIGATIONS AND RESULTS**

If you are expecting a specialist appointment or an investigation to be booked by our clinic and have not been contacted within 4 to 6 weeks, please contact us to ensure the referral has been received by the other clinic.

You will be contacted if your tests or investigations are abnormal to discuss further follow-up. You may not receive a follow-up request if your tests or investigations are normal, but you are encouraged to book an appointment to review the results if you have any questions. If you have not heard back about your results and your symptoms worsen or cause concern, please contact us to book a follow-up appointment.

### **INTERACTION WITH STAFF**

We ask that all staff at the clinic be treated with courtesy and respect. Harassment or threatening behavior towards any team member will not be tolerated and will lead to the termination of your enrollment. If you have concerns about policies or procedures, please bring this to the attention to our clinic manager.