



Phone (613) 777-0779

Fax (343) 600-0080

150 Sidney St., Ste 2B

Belleville, ON

K8P 5E2

---

[www.clinicatthecorner.ca](http://www.clinicatthecorner.ca)

## **Welcome to Clinic at the Corner!**

We are happy to have you with us! Drs. Samantha Graitson, Justin Pang and Bethany Philpott are full-time family physicians, newly practicing in the Belleville area, who provide comprehensive primary care including prenatal care up to 28 weeks, well child care, palliative care, minor procedures, and routine preventative health.

We look forward to taking care of you and your family over the coming years, and hope to engage you in working toward your health goals.

Thank you for taking the time to read through our clinic policies to ensure we all start out on the same page. These policies are liable to change; we will do our best to keep you informed. An up-to-date version of this welcome letter will be kept current on our website.

If you have any questions, these can be addressed with your physician at your initial meet-and-greet appointment.

## **Booking an appointment**

When booking an appointment, please identify the reason for your visit as accurately as possible. This allows the length of the appointment and the need for urgent availability to be triaged appropriately. Please also advise at the time of booking if you require a form or note to be completed, as this can affect the length of the visit.

We book non-urgent appointments up to a maximum of three months in advance; the schedule is liable to change at dates further in advance and may require rescheduling.

We book urgent appointments on a same-day and next-day basis (see below).

If your child or family member requires an appointment as well, please advise our receptionist when booking. Each patient requires their own appointment to allow adequate time to address individual issues.

Our phones are answered Monday through Thursday, 8:30am to 12:00pm and 1:00pm to 4:00pm, and Fridays from 8:30am to 12:00pm. These times may change in the future; the updated times will be listed on our website and phone message. There is a holding queue available, so please stay on the line and the receptionist will answer your call in order at her earliest opportunity. Early mornings are the busiest times for the phones, so if you have a non-urgent issue, you may have a shorter wait time if you phone later in the day. There is no voice messaging service available.

## **Urgent issues**

We have spaces set aside daily for urgent same-day and next-day appointments to ensure better access for you to medical care. If you have an acute illness, we will try to fit you into the schedule same- or next-day as best as possible. If your family physician is not available that day, one of the other physicians in our clinic may see you, pending their availability.

## Preparing for your appointment

Please arrive at least 10 minutes prior to your scheduled appointment time. This allows for you to be checked-in, seen by the nurse and then seated in a room at your appointment start time.

We endeavour to be as on-time as possible, as we know your time is valuable. Due to the unpredictable nature of urgent visits, we may occasionally be running behind depending on the volume of fit-ins for the day, and appreciate your patience in these instances.

If you have multiple health concerns, please identify all of them to the physician at the start of the visit, so that we can prioritize what needs to be addressed most urgently. It is generally most effective to thoroughly address and investigate one main issue per consultation rather than address several issues superficially. If time allows, we may be able to address an additional issue or we can arrange further appointments to deal comprehensively with each of your concerns in turn.

Please bring your health card to all visits, as it will be required for check-in.

If you are requesting prescription renewals, please bring ALL prescriptions with you, not only the one you need renewed, as we will try to align your prescription refills as best as possible.

## Annual visit

If you are over the age of 18, your family physician would like to see you once per year, in the month of your birthday, to review your chart and ensure your care is complete.

This annual visit is designed for the physician to renew and align your prescriptions and ensure your bloodwork and preventative health (pap tests, cancer screening tests, etc.) is up-to-date.

Please bring ALL your prescriptions to this visit so they can be renewed.

Please do not expect any new issues to be addressed at this annual check-in. It is intended to ensure your existing medical care is up-to-date and streamlined. If you do have new concerns, your physician can prioritize them to be addressed at future visits.

Our hope is that this will ensure your prescriptions, bloodwork and other monitoring do not fall by the wayside throughout the year, as well as allow any other visits you book to be dedicated fully to addressing your specific concern in detail.

## Prescription renewals

For your convenience, our practice will provide prescription renewals via fax when medically appropriate; however, most medications periodically require review and monitoring. As such, if we receive a fax request for a medication renewal that requires a visit for review, we will provide a temporary extension on the prescription and request for you to book an appointment. If you do not book in for review after the prescription has been extended, a fee of \$20 per prescription for additional fax refills may be charged.

Please allow 5 business days from the date of the fax request for the doctor to refill the prescription.

If you are attending a visit for prescription renewals, please bring ALL prescriptions with you, not only the one you need renewed, as we will try to refill and align all of your prescriptions as best as possible.

## **After hours clinic**

Your family physician is in the process of joining a group of physicians (Family Health Organization) who provide after-hours clinics for urgent issues on weeknights from 5pm-8pm. This is NOT currently available but will be in the near future.

Once this service becomes available, you would access the after hours clinics by calling our office, where the daily message will provide instructions.

For the best continuity of care, we ask that you first try to book in with your own physician during the day where possible before accessing the after-hours clinics.

After-hours clinics do not have access to your medical record, so the physician will not know your medical history or your medications. The physician will provide a note to your family physician about the visit and any tests or treatments ordered so we are able to follow up appropriately.

## **No available walk-in services**

Please phone to book a same- or next-day appointment. There are no immediate spaces available if you walk in requesting to be seen urgently in person.

## **Outside use and walk-in clinics**

Where possible for urgent issues, we strongly encourage you to book in for a same- or next-day appointment with your family physician, or access the group's after-hours clinic mentioned above, rather than attend a walk-in clinic. This allows better continuity of care, as we receive no notes or prescriptions from walk-in clinics and do not know what has happened or how you have been treated.

For emergencies, please visit your nearest emergency department - we will receive notes from most.

## **No show and cancellation policy**

If you are unable to attend your appointment, you are expected to provide notice one business day in advance to cancel so that we can offer the time slot to another patient and keep wait times to a minimum. If you do not show up to your appointment, or cancel without one business day's notice, you may be charged a no-show fee of \$20 per missed appointment.

## **Late arrival policy**

We recognize that your time is valuable and endeavour to run on time as much as possible. In order to do this, we ask that you show up at least 10 minutes before the start time of your appointment.

Patients who arrive 10 minutes or later past the start time of their appointment may not be seen. Patients who arrive more than 15 minutes past the start time of their appointment are considered "no-shows" and the associated fee may be charged.

Late arrivals compromise your care, as well as the care of other patients in the practice. As such, recurrent late arrivals may result in dismissal from the practice.

## **Forms**

If you have a form requiring completion, please identify this both when you book the appointment and when you arrive for check-in. Some forms are quite detailed and may require a dedicated visit to complete.

Please ensure your section of the form is completed prior to requesting the doctor to complete it.

Please allow adequate time before your form is due to have it completed. Not all forms can be easily completed same-day in the course of a visit. Depending on the nature of the form, your physician may complete it outside of office hours and ask you to return to pick it up. Due to the large volume of paperwork, this may take up to 30 days, though we will endeavour to complete quickly where possible.

Please note that some forms are not insured through OHIP and may have an associated fee; a list is available on our website and in the office.

## **Zero-tolerance harassment policy**

Clinic at the Corner is a medical team comprised of physicians, nursing and administrative staff. It is expected that all members of the team will be treated with respect and courtesy. Aggressive, threatening or offensive behaviour towards any member of staff will not be tolerated and may result in termination of the patient-physician relationship.

## **Medical learners**

On occasion, you may see a medical learner during your appointment, such as a medical student, who is a university student training to become a physician, or a resident physician, who is a licensed doctor training specifically in family medicine. Any issues discussed with the learner are reviewed and overseen by your family physician.

We appreciate that you want to see your physician, but also appreciate your participation in training the next generation of physicians. We endeavour to find a balance between including learners and seeing your own physician for continuity of care.

## **Uninsured services**

Some medical procedures, forms and notes are not insured by OHIP and therefore are subject to a fee. The current costs for these uninsured services are posted in the office as well as on the clinic website; fees are determined at the suggestion of the Ontario Medical Association and may be waived at the physician's discretion. Payments can be made online at our website, as well as in the office (debit, credit and cash are accepted).

## **Opioid, benzodiazepine, sleep aid and stimulant medications**

Certain medications are known to be associated with risks and harms, including some medications that used to be prescribed routinely. Prescribing such medications, in particular opioids / narcotics, stimulants (eg. Ritalin), benzodiazepines (eg. Ativan) and other prescription sleep aids, must be done carefully and thoughtfully. In keeping with current guidelines, your physician may wish to discuss decreasing the dose, discontinuing, or switching to a safer alternative if you are on one of these medications. Prior to prescribing a high risk medication, your physician may require you to sign a contract outlining rules for safe usage and grounds for discontinuing the prescription.

If these prescribing patterns do not seem like a good fit for your needs, please identify this to your physician for discussion, and if needed, we can reconnect you with Health Care Connect.

## Signature

I acknowledge that I have read the policies outlined above and agree to adhere to them.

---

Name

---

Signature

---

Date