

Elicare Medical: Policies for Attachment to the Family Practice

Missed Appointments:

- o The Doctor of BC recommended rate for missed appointment is \$73, but our clinic will charge \$40 for every missed appointment. This is enforced only after you miss 2 appointments consecutively. Appointments cancelled on the same day are considered no shows.
- o With repeated missed appointments, we may ask you not to book more appointments but come in on a drop-in basis and wait until there is an opening.

New Patients

- o Patients who currently do not have a family doctor, and patients whose current family doctor is leaving practice will have priority to be attached to the family practice. Patients who currently have a family doctor, we will contact you when we are taking on patients who currently have a family doctor.
- o It is not advisable to switch your family doctor while amidst in a WCB or ICBC claim as the previous physician would be more knowledgeable of your condition and history of the injury. A new doctor may not take on your WCB or ICBC claim if it is already well underway via another physician.

Covenant

As your family doctor, my practice team and I will:

- Provide the best care we can based on available evidence, clinical judgement, and an open communication with you
- Offer you timely access to care within the best of our ability
- Maintain an ongoing record of your health

As my patient, I'd like for you to:

- Seek your health care from me and my team whenever possible
- Identify me as your doctor if you have to visit an emergency facility or other health care provider, so they can provide me with information about your treatment for your medical record.
- Communicate with me honestly and openly so that we can best address your health care needs

No Multi-doctoring Policy:

- o The clinic has a no multi-doctoring policy. Please transfer your charts or indicate your preferences at the front desk reception. Although, any patients may use the clinic's walk-in services freely at any time.
- o If you already have a family doctor, we encourage you to stay with your family doctor.
- o If you wish to switch to our clinic, we will ask that you sign a letter to formally terminate your relationship with your previous family doctor.
- o Your previous doctor may charge a fee to prepare and transfer your files to us.

Clinic appointment bookings:

- o A typical visit is scheduled for 10-15 minutes.

- o Whenever possible, please state the reason of your visit so that we can budget time appropriately.
 - o The clinic has an online booking service, we ask that patients of the clinic use this service whenever possible to free the phone lines for emergencies.
 - o Longer appointments for complete physicals or procedures will be booked at the doctor's discretion.
 - o We will try our best to be on time for everyone, so please be mindful of other patient's time.
- Number of issues:

- o We do not have a hard limit on the number of issues you bring in.
 - We ask that you list all of the issues you wish to discuss and allow us to prioritize the list with you.
- o We do not want to rush through your issues, so we will book follow up appointments to provide you with thorough medical care as appropriate

Consent to use Electronic Communication:

- o The clinic uses email, SMS, web-apps to communicate with its patients. Signing the patient intake form and becoming a patient of the clinic means that the patient has read, acknowledged, and agreed to the use of such electronic devices as a medium to relay non-vital health and scheduling information.

Opioids and other controlled substances:

- o There is insufficient clinical evidence that long term, escalating doses of opioid treatment is beneficial for chronic, non-cancer pain. Inappropriate use of opioid medications can lead to more harm than good. For the best quality of care, we will request and adhere to our Opioid Treatment Agreement (Appendix A) before starting opioid therapy.

Uninsured services:

- o Sick notes and medical certificates,
- o Telephone prescription renewals,
- o Chart transfers,
- o Missed Appointments,
- o Insurance Reports,
- o Cosmetic procedures,
- o Cryotherapy for nonplantar warts,
- o Flu shots for patients not in high risk group
- o Medical legal letters and opinions
- o Travel Advice
- o Medical CPP Examinations and Forms

We will charge for these services at the Doctor of BC recommended rate. The fee schedule is displayed at the front of the clinic as well as on the clinic's website.

Ending the therapeutic relationship:

- A positive therapeutic relationship relies on mutual trust and respect between the patient and the physician.

- If this foundation is lost, a productive therapeutic relationship may no longer be possible, and either the patient or the physician may choose to terminate this doctor- patient relationship.
- Our clinic will provide resources where you may be able to find another physician.
- The patient has the right to seek care from our clinic for up to 1 month for emergency reasons.
- If the reason for terminating the care relationship involves a patient's aggression towards any clinic staff, the grace period may not apply due to workplace antiharassment legislation.

After Hours Coverage

If you have an urgent medical issue that cannot wait until our next business day, but you don't think your issue is a medical emergency that warrants an ER visit, you may visit the VCH REACH urgent and primary care centre which runs until 9pm on weekdays and saturday and 4PM on sundays. Unlike a regular walk-in clinic which is subject to a daily volume cap, the Urgent Care Clinic will not close their door before their scheduled shift ends.

<https://www.reachcentre.bc.ca/medical>

Elicare Medical also provides after-hour telephone coverage for our patients' urgent medical issues. Please note:

- This service is only available to patients who have been seen at Elicare Medical (including walk-in patients who have been seen in person before).
- The doctors at Elicare take turns covering this service, and they usually have a full day scheduled the next day, so please be mindful and only call for urgent medical issues.
- Since BC MSP does not cover the service of assessing urgent medical issues over telephone after-hours, a fee of \$85 (set by Society of General Practitioners and subject to change) is applicable per phone call. The fee is payable by calling our office or upon your next medical appointment.
- The on-call doctor will do his best to assess the urgency of your medical issue and may recommend treatment suggestions, an urgent next-day appointment at the clinic, and/or when you should visit the emergency room.
- As the doctor cannot physically see or examine you, you understand that the doctor's assessment may be limited.
- You accept the risks involved in having a medical discussion with the doctor, who may be in a public space, over a conventional telephone or cellphone line, which includes privacy breach, loss of signal, or miscommunication.

By calling the number below, you agree to the above.

After-hour call number: Please dial the clinic's line for after hours and follow the prompts.

FAQ: FREQUENTLY ASKED QUESTIONS:

- Test results:
 - a. Bloodtests/Lab work results generally take 3-4 days if they are not marked urgent. Generally the doctor will not call you if the results are normal, but if you are concerned, please book an appointment as staff are not able to communicate results over the phone.
 - b. *It is often a good idea to check in with the practice if your results have arrived if you are a new patient of the clinic.*
- Imaging Results:
 - a. You can go to any certified imaging lab in BC, please note that some places may take longer than others if the imaging is marked nonurgent. When attending an imaging lab, please inform their reception of the location and contact information (fax#) of your family doctor to avoid delays.
 - b. Imaging results take generally 5-7 business days to process.
 - c. *It is often a good idea to check-in with the practice if your results have arrived if you are a new patient of the clinic.*
- Hospital Labs:
 - a. The practice will send requests to hospitals for hospital labs and the hospital will inform the practice and we will in-turn inform you. Generally, the results will come back after you have completed the trip to the hospital in 1-2 weeks.
 - b. *It is often a good idea to check-in with the practice if your results have arrived if you are a new patient of the clinic.*
- Appointments with Specialists or a hospital diagnostic
 - i If your family doctor has referred you to a specialist, MRI/CT or similar in hospital diagnostic, the clinic will call or email you when the appointment notification returns to the clinic.
- Communicating with your doctor:
 - a. Call the booking line, if you want to book an appointment. 9AM-5:30PM Monday-Saturday. Sometimes the line is busy, so try again in a moment.
 - b. You can leave a message WITH A STAFF MEMBER only, do not leave messages on the machine.
- If your family doctor is not available you may want to book an appointment with the walk-in clinic physician in the same clinic as to ensure continuity of your medical record.
- We ask family patients of the clinic book with their family doctor whenever possible to preserve the integrity of the therapeutic relationship. However, we understand that there are times where it is more convenient to see the walk-in doctor.
- Transferring records:

- a. You will need to sign a consent form when taking information from your old doctor to our practice and vice versa.
- b. There is a fee as advised by the Doctors of BC of a \$30 single charge, for the first 20 pages. If there are more pages, there is a copying fee of \$.25 per page.
- Emergency contacts:
 - a. We suggest you have an emergency contact listed on your file with us and or you register your email. www.elicare.ca. We will not send you any spam related information, only relevant to the clinic/practice.
- Health Resources:
 - a. Dial 8-1-1 if you need to talk to someone in regards to a health event, there will be a nurse on duty at HealthLinkBC. Dial 9-1-1 if you have an emergency or go to your nearest hospital.

Signing the intake document acknowledges and accepts the above agreement.