



GREENWOOD FAMILY PHYSICIANS CLINIC POLICIES

Prescription Refills

All prescription refills require an appointment with a doctor. Patients are responsible for keeping track of their own medications and ensuring they book an appointment well in advance of needing refills. If you require a prescription refill without an appointment, this may be done at the discretion of the doctor, but will come with a \$40.00 prescription refill fee. The purpose of this prescription is to bridge you until you can make an appointment.

Missed/Late Appointments

If you need to cancel an appointment we require 24 hours notice. This can be done over the phone by speaking directly with staff or leaving a message. We do this to ensure that other patients may be booked in this place. Missed appointments are subject to the following 'No Show' charges:

- Regular visit: \$50.00
- Complex visit (30 minutes): \$100.00
- Pre-booked telephone visit: \$25.00

Please discuss with your individual doctor their policy on what constitutes a missed telephone visit, as this may vary from doctor to doctor.

After three missed appointments, you will be unable to book an appointment in our clinic until you have paid your first 'No Show' fee. Failure to pay may result in being discharged from the clinic.

If you are running late for your appointment, please notify the office as soon as possible. In some cases, your appointment may need to be rescheduled if you are running late. If you are more than 15 minutes late for your appointment, you may be subject to a 'No Show' charge.

Same Day Appointments

We recognize that sometimes urgent medical issues develop that require immediate assessment and treatment. To accommodate for this, we do reserve a number of 'Same Day' appointments for urgent medical issues. If you have an urgent medical issue and would like to book a 'Same Day' appointment, please call the office as soon as possible to schedule this, as these appointments can fill up quickly. If a same-day appointment is canceled less than 2 hours before the appointment time, a cancellation fee of \$50.00 will be charged.

Telephone Appointments

Assessment of patients over the telephone can be difficult and lead to misdiagnosis and mismanagement of conditions. Because of this, most visits must be done in-person. In some cases, such as for prescription refills for long-term stable medications that have little potential for complications, a telephone visit may be offered. This is up to the discretion of the treating physician.

Confidentiality

We are committed to protecting your personal health information. If a third party such as a family member, lawyer, or insurance company requests your medical information, this will not be released without your written authorization for the release of relevant medical records.

Uninsured Services

Some services that we provide in our clinic are not covered by Alberta Health Services. Please refer to the document on our website for a full list of uninsured services and fees. Patients are responsible for the cost of these services.

If you have forms for your doctor to complete, please complete your section prior to bringing them to the doctor. All forms are subjected to a fee for completion. Please allow up to 4 weeks for your forms to be completed. If you require your forms to be expedited, there will be an additional charge. The price of forms should be discussed and paid before the forms are completed.

Learners

Greenwood Family Physicians is a registered teaching site for the department of Family Medicine at the University of Calgary and the University of Alberta. We may have medical students and/or resident physicians working with us during any given time period. A medical student is a person who is currently in the process of obtaining their medical degree (MD) and is required to train in various areas of medicine, including rural Family Medicine. A resident physician is a person who has completed their medical degree and who practices under the supervision of a fully licensed physician to gain further training in the discipline of Family Medicine. Please help create a welcoming learning environment by accepting care from medical students and resident physicians working with us.

Safe Office Environment

We are committed to creating an office environment in which all staff and those we serve are treated with dignity and respect. Violence, harassment, inappropriate conduct, or abusive behaviour towards staff, physicians, patients, or visitors will not be tolerated. Anyone engaging in such behaviour may receive a written warning and/or be discharged from the clinic.