

# Medisan Health – Clinic Policies

MediSan Health endeavors to offer the highest standard of patient-centered healthcare. Our mission is to promote the health of our patients by providing high quality, comprehensive, and innovative health care.

Please review the following document to become familiar with the policies of our clinic.

1. **Abuse:** There is absolutely **zero** tolerance for verbal/physical abuse, intimidation, or harassment of our staff and physicians. Should such behavior occur, you may be discharged from the practice, and/or prosecuted to the full extent of the law.
2. **Missed Appointments/Late Cancellations:** Appointments are in high demand. Missed appointments, and late-cancellations (appointments cancelled without a minimum of 24 hours notice) are subject to a **\$50 no show/late cancellation fee** as suggested by British Columbia Medical Association (BCMA) Guidelines.
3. **Punctuality:** We respect your time. We work extremely hard to see you at the scheduled time of your appointment. For this to occur, it is imperative that you arrive on time for your appointment. For a routine medical appointment, a 10 minute appointment slot is scheduled. In the event you do arrive late, we will make every attempt to fit you into the next available space in the physician's schedule. If you miss your scheduled appointment time entirely, it will be necessary for you to reschedule for another day.
4. **Private Services Fees:** Some services are not covered by the provincial Medical Services Plan. Common uninsured services include, but not limited to the following examples - sick notes, medical certificates, chart transfers, drivers medical examinations. You will be informed of the fee prior to completion of the specific service. Our fees are set as per recommendations from BCMA.
5. **Prescription Refills:** An appointment is required for **ALL** prescription refill requests. It is your responsibility as a patient to ensure that you book an appointment prior to your medication running out. In case you are running short of your medication, please approach your pharmacist and discuss an emergency refill. Fax refill requests are not routinely done but may be completed in exceptional circumstances where a patient cannot routinely communicate with the doctor due to disability or medical condition (ie: cognitive impairment)
6. **Making The Most of Your Visit:**
  - We understand and respect the fact that you may have multiple medical issues to address.
  - Each medical issue requires an appropriate history/interview, physical examination, development of a treatment plan, and then subsequent documentation in the patient chart.
  - The current model of Family Medicine in British Columbia simply does not permit us as Family Physicians to address numerous issues in one medical visit.
  - If you have multiple concerns, please, bring a list, and present it to your physician. Your Physician will be more than glad to triage your concerns, and develop a plan to appropriately address each and every issue. This may require more than one visit.
  - We continue to advocate for changes to our medical system, to ensure that we can provide you, as a patient, the highest quality and comprehensive care possible.