



QUEEN'S QUAY MEDICAL CENTRE

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Toronto, ON
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frontdeskqueensquay@gmail.com*

OFFICE POLICIES

Contact Us

Our phone number is 647-827-9200. Our phone lines are open Monday through Friday from 8:00am to 8:00pm, Saturdays 9:00am to 1:00pm. Our voicemail is checked frequently throughout the day. If you are unable to reach reception, please leave a voicemail message and we will return your call within 48 hours. Alternatively, you can send us an email at frontdeskqueensquay@gmail.com. Our email is also checked frequently throughout the day. Please note that our appointment reminders are sent from a no-reply email and replies to that address will not reach the clinic, therefore please double check the email address when attempting to contact the clinic.

Confidentiality

The confidentiality of patient information is of utmost importance to us. Unless required by law, we will not release any details regarding you or your child's health without consent.

Our office is fully compliant with the Ontario Government's Personal Health Information Protection Act.

Our electronic medical records software utilizes the most current security safeguards to protect against the loss of personal information and unauthorized access.

Patient Code of Conduct

We are committed to providing high-quality care to our patients in a safe and respectful environment that supports health and healing.

To ensure our office is a safe, caring, and inclusive space, we ask that patients and visitors follow the example of our providers and associates by adhering to our Patient Code of Conduct, which includes the following:

Everyone will be treated with kindness, dignity, and respect. Offensive comments about race, religion, gender, sexual orientation, or personal traits are not acceptable, and neither is the refusal to see a clinician or associate based on these traits.

All patients will use respectful, appropriate language and behavior. Physical or verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated.

All patients will respect patient privacy and avoid disrupting other patients' care or experiences. Photographing or video/audio recording within the clinic is prohibited.

If these guidelines are not followed:

Patients may be asked to leave and make other plans for their non-emergent immediate care, and for severe violations, future non-emergency care at Queens Quay Medical may require review. In cases of non-compliance, patients will have an opportunity to explain their perspective, which will be considered prior to any decisions regarding future care at our office.

Every day, our providers, nurses, and associates are committed to providing the highest levels of care to our patients. Please show them the respect they deserve and that you expect as a patient.

Appointments

Patients are seen by appointment only. All of our doctors maintain some availability for same-day urgent appointments. These can only be booked via our administrative team and are available on a first come, first served basis. We also offer after hours urgent appointments for our registered patients.

When scheduling your appointment, please inform our receptionists of the nature of your concern to ensure that an appropriate amount of time is booked.

Online Booking

All registered patients can use our online booking portal to schedule their regular appointments at <https://ocean.tips/qgmedicalbooking>. Physicals, infant check-ups and appointments that require longer than average appointment times must be booked by phone with one of our administrators.

New Patient Visits

The objectives of this visit are for us to become acquainted with one another, to review your health history and the health history of your family and go over the clinic policies. Medical issues are not usually addressed in this first visit, please book a separate appointment to address these. You are not a patient until the end of the visit and the completion of the ministry forms to join the practice.

Periodic Health Exams (“Complete Physicals”)

This visit is dedicated to doing a comprehensive health review and physical exam.

Please do not save problems or urgent issues for your ‘Check up’ appointment. Make an appointment to be seen separately for specific or urgent concerns.

Same-Day Visits

If you call in and need to be seen urgently (for example, if you are too sick to write an exam you have that day), please tell the receptionist and we will do our very best to accommodate you with a same-day appointment. We offer after hours urgent care for all our registered patients with the following hours: Monday-Thursday 6:00pm-8:00pm and Saturdays 9:00am-1:00pm. The doctor you see during these hours may not be your primary physician but a member of our team and will have access to your medical records for any needs.

Whenever possible, we ask our patients to avoid the use of other walk-in clinics, as they do not have your medical history and do not send reports to our office. Your Physician has opened up extra after-hours slots to provide you with access and options so that you can conveniently access one of our physicians. If you call our office with an emergency and your Physician is not available, every effort will be made for you to see another Physician in the clinic. Note: If you decide to go to a walk-in instead, the Ministry of Health will notify your Physician and your access to after-hours care in the clinic may be revoked.

If you have a more serious problem, such as chest pain or a suspected stroke, please call 911 or go to the nearest Emergency Department.

Cancellation Policy

We request at least 24 Hours cancellation notice unless it is a valid medical or personal emergency, otherwise a no-show fee may apply. This allows us to offer the appointment slot to another patient in need of medical care. Please contact the office at least 24-hours before your scheduled appointment if you need to reschedule. Any appointment canceled with less than 24-hours notice may be billed to the patient.

At Your Visit

A valid OHIP card is required for all visits. Without a valid OHIP card, you may be charged for the visit.

Patients are limited to one issue per visit. Multiple issues will be assessed according to clinical relevance and at the doctor's discretion. You may be required to book subsequent appointments.

Not all services are covered by OHIP. Services not covered by OHIP include doctors notes, completing form, and certain procedures. For more information please ask the doctor or receptionist.

Certain documentation is required for optimal healthcare. This may require your complete medical files from your previous Doctor (s). Our clinic doctor will determine if additional information is required.

Reminder Calls

We do not issue reminder calls. Reminder emails are sent out to all patients for appointments , so long as they have registered an email address on their file. If for some reason you forget your appointment time, please feel free to call ahead of the day of your appointment and we can confirm the exact time.

Email

Email is used by the clinic for administrative purposes only, and checked only by the administrative staff. Please allow 2 business days for a response.

For any medical concerns or urgent issues, please do not email; please call the office to book an appointment with your physician or use the online booking portal.

It is important to remember to keep your email address updated with our office, as the clinic will only email the address listed in your chart. Please read our Email Consent ([link](#)).

Third-Party Services

Uninsured Services are services that OHIP no longer covers. These fees and services can be viewed on our website or via the schedule at the end of this document.

Prescription Refills

We refill some prescriptions via fax at the discretion of your Family Doctor. A \$30 fee will apply, unless you've subscribed to the Annual Fee Plan.

In some instances where your care can be compromised, you may be asked to book an appointment to review your medications before a refill can be issued.

It is requested that you please:

- Anticipate your prescription renewals and book an appointment before you run out.
- Ask for renewals at each visit.

Access to Test Results

All test results are reviewed by a doctor in the clinic.

Test results will not be given over the phone by our administrators without prior authorization from your primary care physician.

Patients will only be contacted if laboratory or diagnostic tests are abnormal.

Travel Medicine

Visits exclusively for travel medical advice are not covered by OHIP and subject to fees as set out in the Uninsured Services.

Travel advice is at the physician's discretion; where the physician is unable to provide travel advice, you will be provided with information on local Travel Medicine clinics where you can receive services.

PAYMENTS

We accept Debit, Mastercard, Visa, American Express or Interac E-transfer for payments.

E-transfers can be sent to: billpaymentqqmedical@gmail.com, if paying by e-transfer, please ensure that the confirmation number is emailed to our administrative staff at frontdeskqueensquay@gmail.com for payment processing.

Physician Switching Policy

Once you have seen a physician in the office, it is our policy NOT to allow switches to other physicians of the clinic, for the following reasons:

- a. All of our physicians are fully qualified to provide primary care to patients of all ages and genders. All of our physicians practice in similar ways.
- b. Our physicians work in a collaborative team, and are therefore hesitant to contradict a colleague if a conflict arises between a patient's request and their physician's professional opinion or advice. Patients deserve an unbiased second opinion, which can only be obtained through a new physician in a different clinic.

c. Taking on new patients requires a significant amount of administrative work to review health history as well as old medical records; allowing switching would increase this administrative work, and reduce physician availability for medical care.

d. As our physicians work in a collaborative group practice, if you are unhappy with your current physician, there may be instances where you would have to see that physician again should you stay with another physician in the clinic; this has the potential to result in sub-optimal medical care.

This policy does not prevent patients from reasonable access to a physician; we are fortunate to be located in Toronto with a high density of healthcare providers, and patients may certainly seek care with a new physician at a different clinic.

There may be instances where a physician leaves the practice, and in these instances we will transfer your care to another physician within the practice or to a physician who may join the team with the intention of taking over the leaving physician's patients. During these rare instances, we will make every effort to accommodate requests from patients.

Patient Name (printed)

Date

X_____

Patient Signature