

Dr. Fournier Clinic Policies

199 Grafton St, Charlottetown, PE | Polyclinic | (902) 629-8841 ext 2

WELCOME!

- Upon agreeing to policies and attending an initial intake appointment, Dr. Fournier's becomes your primary care provider via you joining her patient panel. As a team, we feel fortunate to be entrusted with your care and look forward to collaborating with you to support your health now and in the future.
 - It is important to note that, for safety and liability reasons, Dr. Fournier cannot take responsibility for your care until a doctor-patient relationship has been established at the intake appointment. **Our of respect for the thousands of islanders awaiting a family doctor, patients who no-show to their initial intake without notice will not be rebooked and will not be accepted to our practice.**

GENERAL POLICIES:

- The physicians and nurse practitioners at the medical home work collaboratively with other allied health providers to provide team-based care. While your care is led by your primary provider, some appointments may be with other providers to optimize your care.
- We use electronic medical records which provide more efficient and effective care.
- We follow evidence-based practice guidelines for all prescriptions including antibiotics and controlled substances (e.g. opioids, stress and sleep-related medications, ADHD medications). For conditions which don't meet those guidelines, you may be weaned from those medications over a safe period of time. We also follow evidence-based practice guidelines for time off work.
- This clinic plans to participate as a teaching practice to medical learners. In the future, you may be seen by a student or resident doctor at your appointment. They will be supervised by your primary provider. We value and appreciate your contribution to medical education, your care continues to be our top priority.
- Patients are not permitted to have more than one primary provider. "Double doctoring" may be grounds for termination from this practice. This does not apply to walk-in clinics and ER visits.

I agree _____

APPOINTMENTS:

- We ask that you arrive 15 minutes ahead of your appointment to allow time for registration and triage by our team. Patients who arrive late may be offered to wait for a fit in slot or be asked to rebook. We will do our best to see you on time.
- While the number of issues that can be discussed at each visit will not be capped, time is a limitation. At the beginning of any visit please list what you would like to discuss so that we, as a team, can prioritize what is most urgent. Otherwise, a follow-up appointment will be offered to ensure your remaining health concerns are given the time and attention they deserve.
- We will do our best to provide same-day or next day appointments for urgent concerns when possible.
- Many conditions require ongoing follow-up. Your team will recommend a timeline for follow-up, but it is the responsibility of the patient to book these appointments.
- Virtual visits may be offered by telephone to patients when appropriate. These appointments must be scheduled in advance. If a virtual visit is deemed inappropriate for any reason, such as the patient needs to be seen in-person for a physical exam or condition not well controlled, the patient must be agreeable to rebook.

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MISSED OR CANCELLED APPOINTMENTS:

- We ask that you provide notice to cancel an appointment as soon as possible. Failing to attend an appointment in person or via telephone as scheduled, without cancellation notice, will be considered a no-show. Every no-show is a missed opportunity for another patient to be seen.
- After the second no-show/missed appointment, a letter will be sent reminding you of this policy and we will offer to discuss ways to support you in attending appointments. **While no fees will be charged for missed appointments, missing 3 or more appointments in two years is grounds for dismissal from the practice at physician discretion.**

I agree _____

MEDICATIONS AND REFILLS:

- Prescription refills will not be provided to the patient or pharmacy by phone/fax without an appointment (in-person or virtual). It is your responsibility to ensure you've arranged an appointment before your last refill runs out.
- Please keep track of your prescriptions and make sure you have enough medication to last until your next scheduled appointment. For whatever reason, if you have run out of a prescription ahead of your appointment time, your pharmacist may be able to provide a short-term refill until the next clinic appointment is available.
- A written contract will be reviewed and signed with patients requiring controlled medications. This will include random urine monitoring for drug compliance. Failure to comply with all items on the contract may result in dismissal from this practice.

I agree _____

TEST RESULTS:

- If your test results require urgent immediate action, we will contact you. All other results will be reviewed at your next appointment.
- Our reception staff will not discuss results by phone. Generally, it is the patient's responsibility to book an appointment to follow up on all results. No news is not necessarily good news.

I agree _____

BEHAVIOUR IN THE OFFICE:

- Disrespectful or intimidating actions toward office staff or physicians will not be tolerated.
- This clinic has a zero-tolerance policy for behaviour including:
 - Verbal abuse and displays of aggression towards staff or other patients
 - Breach of security and fraudulent actions, including theft
 - Trespass or unauthorized access
- Individuals violating any of the above will be immediately denied service and may be dismissed from this practice.

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NON-INSURED SERVICES:

- Not all services are paid for by the PEI Government Medical Plan. Fees for non-insured services are the responsibility of the patient. Please arrange payment with our reception staff before the service is completed. An invoice will be provided, and the fee is an eligible medical expense deductible on line 330 of your income tax return.
- These fees for patients are based on the recommendations of the Medical Society of PEI:
 - Driver’s Medical.....\$100
 - Pre-employment Medicals.....\$100
 - CRA Disability Tax Forms.....\$100
 - Complete chart copy.....\$0.25/page
 - Chart review and specific copy.....\$200/hour + \$0.25/page
 - Other disability forms (e.g. Veterans Affairs) or medical legal forms.....\$200/hour
- This is not an exhaustive list. Please check with us if you have a form or letter you require completed. These fees are subject to change at any time.
- Generally, completed forms are available for pickup within 1-2 weeks of request.

I agree _____

CONFIDENTIALITY:

- Please have confidence that except under certain specific circumstances regarding safety, the information you share with your doctor and your medical record is kept strictly confidential. This includes non-disclosure of your health information to your family members unless specifically instructed otherwise by you, or if you choose to have them present during your visit. Confidentiality is also afforded to mature minors in most circumstances.
- Patient confidentiality restricts sharing of personal health information to only those health professionals directly involved in your care. If you have any questions about your privacy rights, please ask.
- Please respect the privacy of others. Do not film, record, or photograph patients, staff, physicians, team members, or visitors without permission.

I agree _____

I _____ hereby agree to the policies at the Polyclinic.

Signature: _____ Date: _____