

CLINIC POLICY

1. For emergencies please call 911 for help.
2. Panacea Medical Clinic collect personal information under the **PHIA**. To know more about PHIA, please visit the website.
3. A valid Manitoba Health card is required for all patients. Without a valid health card charges (**non-refundable**) may apply.
4. Not all services are covered by Manitoba Health, please ask about non-insured services.
5. **No 'Narcotics' or 'Controlled Substances' will be prescribed for walk-in patients.**
6. Walk in services are provided as a first come, first served basis. We reserve the right to stop walk in services once we have reached capacity for the day.
7. To protect your privacy, lab or test results will not be given over the phone or by email.
8. Prescriptions will not be filled or refilled over the phone. Medical advice will not be given over the phone or by email.
9. Please limit one complaint per visit. This will help the overall flow and allow you to be seen in a timely manner.
10. Cancellation for booked appointments need to be made at least 24 hours in advance during business hours and **you must speak directly to a staff member**. Answering machine messages will not be accepted. Cancellations less than 24 hours are subject to a fee (CAD \$50, or CAD \$30).
11. Referrals to specialists will be handled as promptly as possible and depend on the situation. Referrals should be arranged by your family physician and not during a walk-in visit.
12. If you have forms for the physician to fill out, it is at the discretion of the physician to fill out if they deem them appropriate. Charges may apply, please see non-insured service rates posted in the clinic or ask staff member.
13. Physicians can only write prescriptions for the patient they see. They cannot write ones for family members or friends without seeing them.
14. Please let the doctor know before if **you do not want the doctor taking note using AI- Software (Artificial Intelligence)**.