

Clinic Policies

- For emergencies please call 911 for help.
- Our clinic collect personal information under *The Personal Health Information Act (PHIA)*. To know more please visit [PHIA website](#).
- A valid Manitoba Health card is required for all patients. Without a valid health card charges (non-refundable) may apply.
- Not all services are covered by Manitoba Health, please ask for non-insured services.
- No 'Narcotics' or 'Controlled Substances' will be prescribed for walk-in patients.
- 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.
- To protect your privacy, lab or test results will not be given over the phone or by email. However, Due to COVID 19 test result may be obtained through phone consultation.
- Prescriptions will not be filled or refilled over the phone. Medical advice will not be given over the phone or by email. However, Due to COVID 19 medical advice and Rx may be obtained through phone consultation.
- Please limit one complain per visit. This will help the overall flow and allow you to be seen in a timely manner.
- 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 may be subject to a fee.
- Referrals to specialists will be handled as promptly as possible and depend on the situation. Referrals should be arranged only if you are registered patient of the clinic and not during a walk-in visit.
- 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-insure service rates posted in the clinic or ask staff member.
- Physicians can only write prescriptions for the patient they see. They cannot write ones for family members or friends without seeing them
- Download / Print Panacea Medical Clinic Policies as PDF document below. (Updated September 17, 2021)