

# Clarksburg Medical Group - Dr K. Fauser

## Office Policies

### Joining the Practice

If you are a previous patient from Dr Elkhuisen's practice you will have received a package in the mail. If you are interested in joining Dr Fauser's practice, please complete the paperwork, and drop off at the office in the collection box labelled "Dr Fauser Forms" outside the door during office hours, mail to the office, or upload to the online "Dropbox" link through our website. Due to Covid-19 restrictions please do not knock on the door to deliver paperwork. The forms must be completed for all members of the family.

### Practice Policies

- **Harassment Free Environment:** Clarksburg Medical provides a harassment free environment for its patients and staff. Absolutely no behaviour considered harassment or abuse will be tolerated and will be grounds for immediate discharge from the practice.
- **Patient-Physician Relationship:** In order to provide you with the best possible care, a suitable doctor-patient relationship is necessary. If this relationship becomes compromised then it may be best for both parties to end the relationship. If this occurs then we will provide emergency medical care for one month or until the patient finds a new family doctor, whichever comes first.
- **Access to care:** Dr Fauser works in the office 3 days a week, while balancing other clinical duties including inpatient work at Collingwood General and Marine Hospital. In the event that you require care on a day when Dr Fauser is not in the office, please consider the After Hours Clinic through the Georgian Bay Family Health Team.
  - If your issue is an emergency, please call 911 or proceed to your nearest emergency department.
  - A mental health crisis line is available at 1-888-893-8333.
- **Booking of appointments:** Different medical concerns may require a different approach and preparation. We ask that you are open and honest when booking your appointment about which medical concern(s) you want addressed that day. This allows us to schedule you in the most appropriate fashion to have your needs met. Multiple appointments may be necessary.
  - Same Day Appointments - please call our office on the same day that you wish to schedule your appointment and Dr Fauser is scheduled to work in the clinic. The phones are open to take appointments between 8:30am until 1:00pm.
  - If you reach the answering machine during scheduling hours please leave a voicemail and a member of our staff will return your call in priority sequence.
  - Due to high call volumes, please wait until after 10:30am to call with requests not related to booking an appointment.
  - Please listen carefully to the options on our phone line. We are a busy office managing the needs and requests of patients for multiple physicians. If your question has been addressed in the recording, our staff will direct you back to the phone system.
- **Missed appointments:** Timely care for all patients is important. When patients miss appointments, it can prevent others from getting timely care.
  - Appointments booked for prior to 2:00pm must be cancelled no later than 10:00am.
  - Appointments booked for the afternoon (after 2:00pm) must be cancelled no later than 12:00 noon.
  - Missed appointments (either in clinic or phone) will be subject to a \$34 fee for a 15 minute appointment, or \$77 for a 30 minute appointment.
  - If you arrive late or do not answer your phone your appointment may be cancelled or you may be asked to rebook your appointment in order to maintain timely care to others.
- **Appointments for family members:** Each patient concern deserves a quality assessment. If more than one person in your family has a reason to be seen, please book an appointment for each of them, regardless of if the appointment is virtual or in the clinic.

- **Test results:** We do not routinely call patients regarding normal results. Office staff are not able to give results over the phone unless directed to do so by a physician. Lifelabs does have an option to view your results online. If this is something that interests you, please ask a technician at your lab appointment. You are encouraged to book a follow up appointment if needed to discuss any results, especially if you have an ongoing unresolved issue.
- **Medication renewals:** Our office requires a minimum of 7 days notice for all prescription renewal requests. Please contact your pharmacist with all of these requests.
- **Consistent Care:** Many conditions require routine monitoring, and we believe that continuity of care is important. If you have moved to a location that makes it difficult to travel to the clinic for visits, it may be best for you to find a family physician in your new location. In this case we will provide care and medication renewals for 3 months or until you find a new provider, whichever comes first.
- **Uninsured services:** Some services, such as insurance forms, prescriptions for allied health, sick notes and cosmetic procedures are not covered by OHIP (Ontario Health Insurance Plan) and are the financial responsibility of the patient. Payment for uninsured services is due upon receipt of services. A list of uninsured services and associated fees is available on our website.
  - If you have a form that requires completion, we recommend that you contact the office for instructions, as we may ask you to book an appointment to discuss the information required for completion.
  - Please allow plenty of time for us to complete forms and we will contact you as soon as it is completed. The College of Physicians and Surgeons of Ontario (CPSO) states that physicians require 60 days notice for most forms; however, we do our best to complete forms in a timely fashion.
  - Travel Advice: pre-departure travel immunizations are not covered by OHIP. There will be a fee for any immunizations required for travel completed in our clinic. We recommend consultation with private Travel Clinics to ensure that the correct immunizations are completed for the location of travel.
  - Referrals: requests to redirect a referral to another provider of your choosing after an initial referral has been sent will have a charge of \$30 to cover administrative costs.
- **Opioids:** In order to provide the safest environment for patients who are on opioids, certain strategies will be required including an opioid agreement and routine drug screening.
- **Vaccinations:** Dr Fauser believes in population health and protection of the most vulnerable in our society. She therefore feels strongly about vaccination of all medically able patients.
- **Website:** Clarksburg Medical Group has a website that is updated regularly. You can find contact information, office schedules and policies, frequently asked questions, and local resources. <https://clarksburgmedicalgroup.com/>