

Frontenac Doctors Policies

Phone: 613-384-7640 Fax: 613-634-8595

189 King St West
Kingston, ON
K7L 2WL

102 County Road 95
Wolfe Island, ON
K0H 2Y0

About Our Practice

Your Family Health Organization (FHO) is a group of family physicians who work together giving your family the best access to personalized care and quality services - with a focus on illness prevention. Our group is supported by an excellent team of receptionists, medical assistants and nurses while providing care during regular and extended office hours.

For our group to be effective, **enrolled patients must commit to receiving their primary health care Monday to Friday from their primary physician** or, if they are not available, for urgent issues, from another physician in the group depending on availability.

As a patient, you may access:

- pre-booked appointments for ongoing issues and follow- ups
- same day and next day appointments based on availability.
- requests for us to make appropriate referrals on your behalf
- After Hours Clinic on evenings and weekends for new, acute, or urgent medical issues

Booking Appointments

You may call the office to book an appointment. You also have access to Health Myself, a patient portal through which you can send secure messages, book appointments and receive documents. We recommend you set up and have access to Health Myself. Please ask our receptionist (or our nurse at your appointment) to get set up or if you have any difficulties. **Please note that messages through Health Myself can take up to 2 weeks to be reviewed.** If you have a medical concern, please book an appointment with your physician.

After- Hours Clinic

If a health matter is urgent and your doctor is unavailable, we have After Hours Clinics running on Mondays, Wednesdays and Thursdays from 5-7:45pm and Saturdays from 9:15-11:15am at our Kingston Clinic, and Tuesdays from 4-6:45pm at our Wolfe Island Clinic. Patients are seen on a first come, first serve basis and there may be a wait. Please note this clinic is for our Rostered Patients only.

All the physicians with the After Hour Clinic are a part of the same team as your doctor and have access to your records. All tests, referrals and documentation will be available for your family physician to see.

The After Hours Clinic is intended for new, acute and urgent issues. It is not a replacement for chronic issues that would be best served by seeing your family physician on a regular basis. You may be asked to book in with your usual family physician at the discretion of the physician working the after hours clinic.

External Walk- In Clinics

We request that you **do not** go to another walk-in clinic other than the one we operate. If you go to a different walk in clinic, that clinic **does not forward your records** to our office, so our records of your health will not be complete and the continuity of your care becomes difficult. Accessing another walk in clinic may result in a warning letter at the discretion of your physician.

However we always recommend the you seek medical attention if you are concerned. Your options include calling our clinic for a same day appointment, using our After Hours Clinic, or going to Hotel Dieu Urgent Care Centre or Kingston Health Science Center Emergency Department if necessary.

Expectations Per Visit

Please try to focus on your main concern or problem. Our doctors do their best to handle all of your medical concerns efficiently. However, certain complaints require follow up appointments. Your doctor will focus on your main problems, and if necessary, discuss plans for any other medical issues in future visits.

Preventative Care

We practice evidence-based medicine and follow evidence-based screening guidelines and preventative care. As such, annual physical exams are no longer recommended. Instead, we focus on screening for conditions including diabetes, high blood pressure and certain cancers.

For more information please visit the Canadian Task Force on Preventative Health Care (<https://canadiantaskforce.ca>) and Cancer Care Ontario (<https://cancercareontario.ca/en/get-checked-cancer>).

What Services are not covered by OHIP

The Ontario Health Insurance Plan (OHIP) pays for medically necessary services provided to patients seen in the office. Due to increasing health care costs, there are more and more services not covered by OHIP.

These services require significant time and resources to administer. Examples of Uninsured Services include, but are not limited to the following items:

- Travel advice and Travel immunizations
- Telephone or faxed prescription renewals at the request of the patient
- Appointments which are missed or not cancelled with 24 hours notice
- Transfer of records at the request of a patient
- Driver's Physical
- Employment Physical
- Removal of some moles, cysts or warts
- Completion of forms including sick notes and certificates
- Medico-legal correspondence

The payment of these services is the responsibility of the patient/agency requesting the service.

Cancellation

If you need to cancel your appointment, we ask that you give 24 hours notice so we may give another patient the opportunity to be seen. We understand that emergencies do come up, but please contact us as soon as possible if you need to cancel or will be late.

No Show Fees

If you cannot come to your appointment, you must give the clinic 24 hours notice to avoid getting a "No Show Fee". Three or more no shows may be grounds for dismissal, at the discretion of your physician.

Late Policy

Call the office if you are running late for a scheduled appointment. If you are more than 8 minutes late for your appointment, it will be marked as a no show and your appointment will need to be rescheduled. No show appointments are not OHIP covered and there is a fee for missing appointments.

Prescription Refills Require Appointments

The Physicians will prescribe enough medication to last until the next time you require an assessment. Almost always, the physician will want to see you before renewing your medications, as this is usually at an appropriate interval to re-evaluate your health.

Please pay attention to your medications and plan ahead so that you can book an appointment prior to needing a refill. There may be a charge to authorize prescription renewal requests without an appointment.

Controlled Substances

Controlled substances including narcotics (morphine, hydromorphone, etc), psychostimulants, benzodiazepines, and testosterone are substances that are monitored as per Health Canada. While they have their role in the treatment of certain medical conditions, the physicians use them sparingly and only when alternatives have been tried, at the discretion of the prescriber.

These substances must be monitored closely while being used. If prescribed, they are typically used for short term purposes. If they are being used long term you will be asked to review and sign an agreement between you and the prescriber. Misuse of these substances or breaching the agreement is grounds for reduction/discontinuation of the medication.

Code of Conduct - Zero Tolerance Policy for Abusive Behaviours

Abuse of staff, patients, physicians and all other members of the clinic will not be tolerated. Abuse can take many forms including but not limited to intimidation, condescending or patronizing language, impatience, refusal/reluctance to answer questions, giving misleading information and manipulation. Incidents will be recorded and reported to the appropriate personnel. We will take corrective action up to and including, dismissal of patients from the practiced.

Our goal is to provide you a space in which you feel respected. We ask that you show the same respect towards our staff and team.