

Frontenac Doctors

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Dr. Olivia Spohn, MD CCFP

Welcome to my family practice. This letter contains answers to some commonly asked questions regarding the clinic and my practice.

About Me

I finished a Master of Public Health at the University of Guelph in 2016. I then went on to complete my medical school education at the University of Toronto in 2020 and my residency in family medicine through Queen's University in 2022. I have a special interest in trans and reproductive health, in addition to general family medicine. I strive to practice evidence-based medicine and feel privileged to be your family physician.

About Our Practice

Your Family Health Organization (FHO) is a group of family physicians who work together giving your family 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 assistances, 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, from another doctor in the group depending on availability.

As a patient of this practice, 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
- Extended after-hours clinic on evenings for 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. I recommend you set up and have access to Health Myself. Please ask our

reception to get set up or if you have any difficulties. Also please note that messages through Health Myself can take up to 2 weeks to be reviewed.

After-Hours Clinic

If a health matter is urgent and your doctor is unavailable, we have after-hours clinics running on Mondays and Wednesdays from 5-8PM in our Kingston Clinic, and 4-7PM on Thursdays in our Wolfe Island Clinic. Patients are seen on a first come, first served basis and there may be a wait.

All physicians with the after-hours clinic are 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 doctor 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

The preference is that you **do not** go to another walk-in clinic outside. 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 more than 3 times will result in a warning letter at the discretion of your physician.

However we will always recommend that you seek medical attention if you are concerned. Options include our after-hours clinic, same-day appointments, as well as Hotel Dieu and Kingston General Hospital emergency departments if necessary.

Expectations Per Visit

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

Preventative Care

I practice evidence-based medicine and follow evidence-based screening guidelines and preventative care as well. 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 Preventive Health Care (<https://canadiantaskforce.ca>) and Cancer Care Ontario (<https://www.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 healthcare costs, there are more and more services not covered by OHIP. These services require significant time and resources to administer – these are considered Uninsured Services. Examples include, but are not limited to:

- travel advice and travel immunization
- telephone or faxed prescription renewals at the request of a patient
- appointments which are missed or not cancelled with 24 hours' notice
- transfer of records at the request of a patient
- driver's physicals
- employment physicals
- removal of some moles/cysts
- 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.

Prescription Refills Require Appointments

I will often prescribe enough medication to last until your next appointment. Almost always, I will want to see you before renewing 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 including those that come from your pharmacy, at the discretion of the physician.

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, I use them sparingly and only when other 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 only 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 at the discretion of the prescriber.

Cancellation/Late Arrival

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 also understand that emergencies do come up, 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.

Code of Conduct – Zero Tolerance Policy for Abusive Behaviour

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 but not limited to dismissal of patients from the practice, based on the severity of the incident.

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

If you agree with the above policies, please sign below:

Print Name: _____

Signature: _____

Date: _____

Many thanks for your cooperation in following these practice guidelines.

I look forward to being your family physician!

Dr. Olivia Spohn



Patient Enrolment and Consent to Release Personal Health Information

Microfilm use only

Please PRINT using black or blue ballpoint pen.

Collection of the information on this form is under the authority of the Ministry of Health Act, subsection 6(1) and (2) and the Health Insurance Act, R.S.O. 1990, c. H.6, s.4(2)(b) and (f), 4.1(1) and (2), 10 and 11(1). For information about collection practices, contact the Director, Registration and Claims Branch, Box 48, 49 Place d'Armes, Kingston ON K7L 5J3, INFOline tel. 1 888 218-9929 or by mail through the addresses listed for local Ministry of Health and Long-Term Care offices.

Section 1 - I want to enrol myself with the family doctor identified in Section 4

Form for Section 1: Patient enrolment. Fields include Last Name, First Name, Second Name, Health Number, Date of Birth, Sex, Mailing Address, Apartment #, Street No. and Name or P.O. Box, Rural Route, General Delivery, City/Town, Postal Code, Residence Address, and Email Address.

Section 2 - I want to enrol my child(ren) under 16 and/or dependent adult(s) with the family doctor identified in Section 4

Form for Section 2: Child/dependent adult enrolment. Fields include Last Name, First Name, Second Name, Health Number, Date of Birth, Sex, Mailing Address, Apartment #, Street No. and Name or P.O. Box, Rural Route, General Delivery, City/Town, Postal Code, Residence Address, and relationship to the patient.

Form for Section 2 (continued): Child/dependent adult enrolment. Fields include Last Name, First Name, Second Name, Health Number, Date of Birth, Sex, Mailing Address, Apartment #, Street No. and Name or P.O. Box, Rural Route, General Delivery, City/Town, Postal Code, Residence Address, and relationship to the patient.

Section 3 - Signature

Form for Section 3: Signature. Fields include consent statement, signing on behalf of (myself, child(ren), dependent adult(s)), My Name (last name, first name), Signature, Date, Home Telephone No., Work Telephone No., and Family Doctor's Signature.

Section 4 - Family doctor information

Form for Section 4: Family doctor information. Fields include Dr. Olivia Spohn, Frontenac Family Health Organization, (Include Billing no. and Group no.), and Date.