

RIVERVIEW MEDICAL GROUP OFFICE POLICIES

Booking an Appointment

Please call the office and let the staff know the reason for your visit, or you may book online (website: riverviewmedicalgroup.ca). This helps us to schedule to prevent you from waiting as much as possible. Sometimes we will not be able to address all of your health concerns in one visit. Most visits are scheduled to allow us time for the assessment of one major or two minor health issues. We try our best to stay on time, so sometimes you may need to make a follow-up appointment to make sure we give your concerns the attention they deserve.

Missed Appointments

We understand that unavoidable situations or personal reasons can arise, but we request that you inform us a minimum of 24 hours in advance if you are unable to attend a scheduled appointment. Otherwise, you will be charged for each missed appointment (see uninsured services for cost).

You may reschedule your appointment with your doctor by calling the office.

Prescription Renewals

It is expected that you will contact your pharmacy for a prescription renewal prior to calling the office. Please allow 72 hours for all prescription renewals.

Narcotics (opioid) Medications and Benzodiazepines:

We rarely prescribe these medications; their need will be assessed on a case-by-case basis given the high risk of side effects including risk of addiction. Please note an opioid/benzodiazepine agreement will need to be signed prior to prescription.

Harassment

We expect all staff and patients to be treated with respect at all times. Harassment of any kind will not be tolerated and will be considered grounds for discharge from the clinic.

Uninsured Services

OHIP covers most, but not all, medical treatments, and services. See our Uninsured Services page for more information.

Forms

If you have a form to be filled out, please let the staff know. Most forms will require an appointment to complete. Please make sure that you fill out all sections that are “To be filled out by the applicant”. Providing your physician with two copies of the form, one completed by you and one blank to be completed by your physician is helpful.

Medical Education

Our office participates in medical education by supervising medical students and residents. During your time in the office, it is likely that you will be seen by a medical learner.