**J-Von Medical Clinic Policy**

Patient’s Name: Jvon\_1

I/WE have read, and agreed to the following:

1. ICBC and WCB cases need to be closed before the doctor can accept you as a new patient. This is to ensure continuity of your care.

2. Due to the high volume, our office encourages patients to discuss 1-2 medical issues per visit. If it is an emergency, the doctors with consider extra time discussing the issue. But if it is not an emergency, doctors will prioritize them in the allotted time and may ask you to schedule a follow up visit to go through each issue thoroughly.

3. Once you are assigned to a family doctor, we will make every effort to book you an appointment with them. If your doctor is not available on the day you need to see a doctor, ie: emergency, we will book you with one of the other doctors that are on duty.

4. Please see your own family doctor for your care. You **cannot switch** your family doctor in this clinic

5. Please note we do not discuss lab reports or prescribe medication over the phone. Please book an appointment.

6. Please ensure your phone number has voice mail capability, if not please provide us with a secondary contact number and email address. We ask this so we can contact you with any information regarding your care and specialist offices or other medical facilities may contact patients directly. If you have changed your phone number or address please remember to update it with us.

7. No Show Charge is $60; please provide minimum 24 hour notice. No show charge appointment needs to be paid prior to the next appointment.

8. In consideration of staff and other patients please supervise your children while in the waiting room and patients rooms. We are not responsible for their safety.

9. It is our best interest to keep our appointments on schedule, if we do run into delays, please kindly wait and **do not push the front staff for timing**. We understand your time is valuable.

10. Please do not use your cell phone in the reception area and room.

11. Please note that we do not prescribe narcotics or benzodiazepines

12. If you went to the hospital for an emergency, please tell the hospital the doctors’ name instead of the clinic’s name since our system will not recognize clinic names but doctor names so your files can be linked together.

13. When doctors leave our practice, you can follow the doctors to the new office.

14. I understand that some services are not covered by the provincial Medical Services Plan. Please ask staff and doctors for cost before you book the appointment. For example: transfer to other clinic, sick notes, printing cost, forms, etc.

15. We have online booking. After you are a registered patient in our system we only accept online booking. We only help patients book online if patients are seniors, or having technical difficulties, or first time patient.

16. Any rude or verbal languages or rude behavior(verbal abuse, violence, threats, harassment and damage property) are unaccepted by our clinic. You may be asked to leave!

Signature Jvon\_2 Date: Jvon\_3