



Office Policies: November 2023

Appointment Times

Appointment times at CHHC are 20 minutes. Typically, an appointment includes 15 minutes of provider-patient time and 5 minutes to chart and complete tasks related to the visit, such as generating a referral. Please arrive 10 minutes early for your appointment. If you arrive more than 5 minutes late for your appointment, you will be asked to reschedule.

List of Issues

Please do not bring a list of issues to be addressed at a single, 20-minute appointment. Typically, 1-2 issues can be addressed at an appointment, depending upon the complexity of each issue. Bringing a list of issues to an appointment simply means that no issue can be provided the attention that it deserves. It also places providers in the difficult position of having to pick and choose which issues deserve their attention. If you have many issues to address, consider scheduling a follow-up visit to review outstanding issues.

Missed Appointments

There is a missed appointment fee of \$50. Our office does not do reminder calls or send reminder texts or emails.

Unsolicited Notes to Providers

Our office does not accept unsolicited notes at the front desk to provide delivery to our providers. If there is an issue that you need to discuss with a provider, please schedule an appointment to do this. Do not hand notes to the front-office staff to deliver to your provider. If your providers have requested that you drop information at the front desk, such as blood pressure readings, this will be accepted and passed along to him or her.

Urgent Appointments

Each provider has same day, urgent appointment spots available every day: However, demand far exceeds supply. There are other resources in the community that provide urgent care including Orleans Urgent Care Clinic and local Emergency Departments. Additionally, pharmacists now have an expanded scope of practice allowing them to prescribe for minor ailments including conjunctivitis, painful menstrual periods, acne, and urinary tract infections. You can find the full list of you local pharmacist's prescribing authorities at the following link:

<https://www.ocpinfo.com/practice-education/expanded-scope-of-practice/minor-ailment/>

We know that despite all of the resources, demand often cannot be met in our current system. We encourage you to write to your local MPP to advocate for more appropriate models and funding for primary care in Ontario.

Prescription Renewals

Prescription renewals will be done within **1 week of their receipt**, and often more quickly. Please do not call our office asking when a renewal will be sent unless it has been 7 days since it was requested by your pharmacy. This creates a large and unnecessary burden of phone calls for our MOAs. We reserve the right to charge a fee for urgent renewal requests. Please note that pharmacists may now provide finite extensions on most medications and that this service can be used while awaiting your provider's renewal.

Form Completion

Forms will be completed **within 45 days of receiving a 3rd party request for medical information**, and often more quickly. This is in accordance with the College and Physicians and Surgeons Policy on the provision of information to requesting 3rd parties. Please do not drop any forms with MOAs and request they be urgently completed. Do not call the office unless at least 3 weeks have elapsed since a form was given to a provider to complete. We understand that employers and insurers placed deadlines on forms. These deadlines are not binding in any way to your provider. Please note that there is a fee associated with the completion of all 3rd party medical forms, (insurance form, employer forms, etc).