

Clinic Policies

Our policies are designed to reflect our desire to offer the highest quality care and service possible.

Office Schedule

- The office is typically closed on Friday's and Statutory holidays.
- We offer various health-related services; therefore patients are not always seen in the order in which they arrive.
- Please arrive on-time for your scheduled appointment, and be available within pager range.
- We are unable to estimate wait times, or provide you with a status update on how long it will be until you are called in.

Late/Missed Appointments

- Patients who are late for their appointment will not be seen, and will need to re-schedule their appointments. A \$35 charge will be applied, and must be paid prior to rebooking.
- Patients who miss their appointment, or fail to provide 24 hours notice of cancelling their appointment will be charged a \$35 no-show fee, which must be paid prior to booking another appointment
- Our cancellation line records the date and time of your call, and if the time stamp is not greater than 24 hours in advance you will be charged the no-show fee.
- You have 4 minutes from the time your patient pager goes off to report to the entrance. If your pager stops blinking that indicates the 4 minutes have passed, and you will be required to re-schedule your appointment, and are subject to the cancellation fee.

Walk-In Appointments

- Unfortunately we **do not** accept walk-in patients. In the event you require urgent health care, you can report to a local walk-in clinic or the Sault Area Hospital Emergency Department.
- As we are an extremely busy clinic we are unable to accommodate walk-in appointments for medication related issues, it is important to closely monitor your prescription needs and ensure you have an appointment scheduled accordingly.

Cancellation List

- Unfortunately we do not keep a cancellation list in this office. You are welcome to contact us up until 11AM daily by calling 705-759-2393 extension 2. If there are available same day appointments, we will contact you, if no appointments are available, please do not expect a return call.

Prescriptions

- Please ensure you have adequate medication to last until your next appointment.
- Patients are required to request their prescription renewals/refills during their scheduled appointments. It is not the clinics responsibility to monitor when you are running out of medications.
- It is important that you verify your coverage for medications, as prescriptions are based on individual patient needs, not based on the cost of medications. All changes to your prescriptions need to be made at a scheduled appointment. We are not able to change your medications by fax or phone.
- There is a \$15.00 charge for faxed or telephone renewals/refills.

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➡ CONTINUED ON REVERSE

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Tel: 705-759-2393
Email: info@algomaspportsmed.com

Forms

- All forms (including travel grants) need to be completed at a scheduled appointment.
- Forms may not be dropped off for completion
- There are no "drop in" appointments for form completion available
- Forms can take up to 30+ business days to be completed
- Payment must be received before the forms are completed

Office Etiquette:

- Please present to reception with your health card at every visit. **You will not be seen without your health card**, as this is a ministry requirement.
- Once called into the clinic area, **please remain in your assigned room at all times, and keep the door closed**. The office is a confidential environment.
- Please maintain an appropriate volume in the waiting area and clinic area, and respect other patients feelings/boundaries
- Please respect confidentiality
- Please refrain from utilizing foul language
- Please throw all garbage (coffee cups, food wrappers) into the waste basket
- Please do not discuss other patients appointment times
- Please refrain from presenting to the window to advise staff of smoking breaks, washroom breaks, etc. This is a busy office, and this is disruptive. Your pager will allow you to roam freely without advising us.
- Please **do not knock** on the reception window; staff will be able to assist you as soon as they are available.
- Washroom facilities inside the clinic are for urine testing only, please use public restrooms on the ground floor for other purposes.
- We are unable to accommodate requests for urine testing prior to your appointment. Please wait until in a room for this to be completed.

Abusive Behavior

- Abusive behavior including inappropriate language, gestures or behavior will not be tolerated in this office. Patients who demonstrate this behavior will be asked to leave, and failure to comply will result in the authorities being notified.

Telephone/Fax Contact

- Telephones are answered by our automated system from 9am to 3pm Monday-Thursday. While we make every attempt to answer your calls promptly this is a busy office environment, and there may be delay's in telephone contact.
- This office accepts messages only to schedule, reschedule, or cancel an appointment. All other messages are disregarded. Calls will only be returned to those who have left the appropriate message.
- This office does not accept faxes or emails from patients.

Clinic Fees

- Fees for services that are non-insured are required before services are rendered. Please proceed to reception to pay for services as required.
- **Fees are due at time of service, or on approved credit only.**

Safety and Security

- The waiting room and common areas of the clinic are under both recorded video and audio surveillance for your protection.
- Phone calls may be monitored and recorded for quality assurance.
- Please report any security or safety concerns immediately to a staff member.

We thank you in advance for your cooperation. Should you have any questions or concerns related to our clinics policy, please contact the clinic manager. Complaints about these policies are not necessary.

(Updated: September, 2013)