

Meadowlands Family Health Center

16 - 888 Meadowlands Drive East
Ottawa, Ontario K2C 3R2
(613) 228-2882 FAX: 228-2856

Barry Dworkin*, B.Sc., MD, CCFP
Stuart Kurtz* B.Sc., MD, CCFP
Sen Mei Lim, MD, CCFP
Sara Gunnink, MD, CCFP
Sjaan Gerth*, B.Sc., MD, CCFP
Paul Fluit* MD, CCFP
Shamim Taherzadeh*, MD, CCFP

Joanne Tannenbaum, MD, CCFP
Anthony LoFaro, B.Sc., MD, CCFP
Minjeong Eom*, MD, CCFP
Christiana Yao, MD, CCFP, FCFP
Alisha Campbell, MD, CCFP
Maia Lawson MD, CCFP
Jillian Bardsley, MD, CCFP

*Medicine Professional Corporation

New Patient Package

- Clinic Policies
- Urgent Care Flyer
- Urgent Care Schedule/Policies
- Schedule of Clinic Fees not covered by OHIP
- Consent-if you wish a family member to have consent on your file (to discuss medical information with our health professionals or to pick up requisitions etc. on your behalf, please sign the attached consent form. Due to privacy laws we cannot discuss or release anything to your spouse/family without written consent, verbal consent is not sufficient.

If you have any questions please feel free to call our

receptionist at 613-228-2882

Welcome to Meadowlands Family Health Center!

Important Information to know about the clinic:

- **Clinic Hours:** Monday-Friday 8:00am-8:00pm *most of the time*, Saturday-Sunday-Holidays 10:00am-1:00pm
The phone is answered during those times **except between 12:00-1:00pm** Monday to Friday
- **Urgent Care Service:** It functions as a walk-in clinic for patients who are registered with a family doctor at MFHC. It should be used when you need to see a doctor on an urgent basis (i.e. because you are ill) and you cannot get to see your family doctor because she is either fully booked or not in the clinic that day. They are considered as same day appointments, you can come in at 8:00am and reserve anytime available during the day or call us after 10:00am and see if there is anything still available to be booked. Our urgent care clinic hours are Monday to Friday 9:00am-8:00pm most days; Week-ends and most Holidays 10:00am-1:00pm. We ask you not to use outside walk-in clinics if at all possible.
Please Note: Evening and Week-end Urgent Care Clinics are only available for our Ontario patients who have signed the Patient Enrolment Form with their family doctor.
- **Medical Advice:** You can call Ontario Telehealth: 1-866-797-0000; TTY: 1-866-797-0007 (*Free Access to a Registered Nurse — 24 Hours a day, 7 days a Week*)
- **Website:** www.mfhc.ca (Urgent Care Clinics hours and other useful information are available on the website)
- **Athletic Therapy, Massage Therapy and Dietitian Services:** We also have a therapy clinic available onsite with the services of a massage therapist, athletic therapist, medical aesthetician and a registered dietitian. Their direct line is 613-288-1459.
- **Mental Health Services:** Counselling and Supportive Services are also available on site free of charge. You can contact front reception to book an appointment at 613-228-2882
- **Value Added Package:** It is a yearly package offered by the clinic which covers different medical services usually charged to the patient. For more information ask our reception or visit our website.
- **Health Cards:** Always bring your valid health card with you when coming to see a physician or a nurse. If invalid or forgotten, a cash deposit of \$25 will be taken and held for one month.
- **Prescription Renewals:** Can be arranged by having your pharmacy fax in a prescription renewal request to the office. There is a fee of \$8.99 + HST for any prescription provided outside of an appointment. You should have them send us a refill request 1 to 2 weeks before running out of your medications. Please allow one week for the doctor to renew your medication. You will be asked to come in for an appointment if you have not been seen recently or if an exam or blood work is required prior to your next renewal. Narcotics will not be renewed via fax. You will need to come and see your doctor.
- **Tests Results:** Test Results cannot be given by our front staff team. Please note that our receptionists are not nurses. They have no medical training and cannot assist you with your health concerns. The physician who ordered your test will review your results as soon as they receive them. If there is anything that needs to be followed-up, the clinic will get in contact with you. However if you have concerns, you are welcome to book an appointment with your family doctor. But no results will be given to patients by phone.
- **Missed Appointment Policy:** We ask that you call to cancel your appointment at least 24 hours prior if you know you will not be able to attend. If you do not show up for a booked appointment without cancelling on time, you will be billed (\$43 + HST for regular appointments, \$68 + HST for complete physicals). This office does not provide reminder calls, but we do send email reminders, please make sure we have your correct email on file.
- **Late Policy:** If you arrive late for your appointment; your physician will be informed. It will be up to him/her to decide if they are still able to see you. Many of them will ask you to reschedule your appointment if more than 5 minutes late.
- **Ensure to arrive 15-20:** minutes prior to your appointment if you have a **physical, prenatal or child check-up appointment** booked with your family doctor.
- **Appointment Reminder:** Please ensure we have your email address. We send out appointment reminders by email
- **Patient Portal:** If you are interested please speak to front staff about accessing your patient portal. Here you can find your results, consults reports, referrals etc., book appointments, request medication refills, update your information etc.

Meadowlands Family Health Center

-Clinic Policies-

- All patients need to register with the receptionist upon arrival to the clinic.
- Receptionists will ask to see patient's health card at each visit. If invalid or forgotten, a cash deposit of \$25 will be taken and held for a month and will be reimbursed only when the health card will be received.
- All appointments must be cancelled at least 24 hours prior the scheduled appointment or no show fees will apply (\$43.00 + HST for 15 minutes, \$68.00 + HST for 30 minutes).
- If patients arrive late for their appointment, their physician will be informed. It will be up to the physician to decide if they will still see the patient.
- If you are returning a call to a nurse, you can call them back directly at 613-228-1950
- When turning 14 years old, patients may exercise independent consent for health care. Health information will be kept confidential. Disclosure to third parties including parents will require a signed consent from patient.
- Test Results cannot be given by our front staff team.
- We maintain a scent free policy.
- No reminder calls will be made prior to appointments. Email confirmation will be sent if you had provided us with a valid email address.
- No boots are allowed in the clinic during the winter months, we do not provide foot covers please bring your own.
- No strollers are allowed in the physician's exam room or clinic hallways. They are to be left in the reception area-where indicated.
- Massage and Physiotherapy referrals may be renewed by your family physician without a visit for an extra fee of \$10 + HST.
- For a third person to be able to pick a document on patient's behalf, the patient will need to have sign a consent form allowing that person to pick up a specific document. Photo I.D. will be required from that person.
- Please always call us first before visiting other walk-in clinics or urgent care clinics.
- Patients are to wait in clinic 15-20 minutes after receiving a shot/injection.
- If any of your demographic information has changed such as your address, email address or phone numbers (home, work, cell), please advise us as soon as possible. You can do so online on our website www.mfhc.ca, or by sending us an email to meadolwandsfhc.staff@gmail.com.

**VERBAL AND PHYSICAL ABUSE WILL NOT BE TOLERATED.
IF YOU DISPLAY SUCH BEHAVIOUR, YOU WILL BE ASKED TO LEAVE.**

Our Commitment To You For After-Hours Care



Meadowlands Family Health Organization

*Before seeking care outside of our
Organization, we kindly request that you...*

Contact us at (613) 228-2882 to see a doctor.
We offer an urgent care service to our patients.

Call Telehealth Advisory Service at:

1-866-553-7205

(TTY: 1-866-250-3379)

Urgent Care Clinic Schedule

Monday-Friday:

9:00 am—8:00 pm

Weekends and Holidays:

10:00 am—1:00 pm



We answer the phones Monday-Friday between 8:00am—8:00 pm and on Saturdays, Sundays and Holidays between 10:00am—1:00pm. Also visit our website at www.mfhc.ca for our urgent care clinic policies or for any changes if applicable.

Meadowlands Family Health Center

URGENT CARE Clinic Policy

The URGENT CARE CLINIC schedule is:

Monday-Friday: 9:00 am—8:00 pm

Week-ends and Holidays 10:00 am—1:00 pm

Please note that the urgent care schedule is subject to change at times

During the weekdays **The phone will be answered between 8:00 am—8:00 pm**

And **will not** be answered between 12:00 pm—1:00 pm

The **urgent care clinic** will be available as same day appointments. You must come in person (or someone on your behalf) to the clinic to book these time slots between 8:00am—10:00 am. Booking these time slots will also be available by phone starting at 10:00 am **BUT WE CANNOT GUARANTEE THERE WILL BE ANY OPEN TIME SLOTS AVAILABLE.** Patients calling prior to 10:00 am will not be able to book a time slot.

Week-end and holiday clinics will also be available as same day appointments. The schedule is 10:00 am—1:00pm. These appointments are reserved for patients who come to the clinic at 10:00am and any remaining appointments will be available by phone at 11:00am, **again there will be no guarantee of any appointment times left available by 11:00am.**

All appointments will be 10-15 minutes depending on the physician.

There is limited space available. Once all of our urgent care clinic appointments times are full, and your own family physician does not have any opening; we will not be able to offer you an alternate physician that day. No special favours will be done, except for real emergencies. You will need to make an appointment with your own family physician or come to urgent care the following day.

We will ask you to come 15 minutes prior to your booked time to make sure your turn will not be missed.

If you come late, you will not be seen by the physician.

If you book a time slot and do not show up, no show fees will apply.

Remember Urgent Care Clinics are reserved for emergencies, not for regular appointments with your family physician. To this end we will not be publishing which physician is working urgent care. As well, physicals, forms etc., will not be done during an urgent care appointment.

Urgent Care appointments are not for the following:

- 1. Prescription renewals, please ask your pharmacy to fax the renewal to your physician*
- 2. Many issues; only one problem for one person per time slot*
- 3. Routine ongoing care of medical issues such as blood pressure checks or diabetes care, our nurse Dianne can also provide these services*
- 4. Well baby visits*
- 5. Forms and administrative issues.*

Babies with a fever, persons with difficulty breathing and urgent cases could be seen in priority even if you have a scheduled time slot. In these cases you could be seen later than planned.

It is also possible that some days we will not have an urgent care clinic available please always check our website for any updates

Office Fees Not Covered by OHIP

Camp Physical and Form	\$ 65.00
EIC Disability/Maternity Cert. INC2019	\$ 25.00
CPP Medical Report Form	\$150.00
Drivers Medical Forms and Physical Exam	\$225.00
Fitness Club Form	\$ 85.00
Insurance Medical Examination	\$250.00
Liquid Nitrogen for Wart Treatment (per treatment)	\$ 25.00
Private Insurance Form	\$ 85.00
Revenue Canada Disability Tax Credit Form	\$ 65.00
School Medical Form	\$ 30.00
Missed Appointment Fee (Regular)	\$ 43.00
Missed Appointment Fee (Physical)	\$ 68.00
Sick Note	\$ 25.00
Daycare Note	\$ 25.00
Skin Tag Removal (3 or more max. 30 min)	\$100.00
Tuberculosis Service and Letter	\$ 65.00
Nursing Home Form	\$ 30.00
Pension Buyback + Physical	\$225.00
Copy of Documents already Provided by Physician	\$ 10.00
Replacement Requisition from Nurses-lost/outdated	\$ 5.00
Therapy Prescription Provided outside an Appointment	\$ 10.00
Vaccine Card Replacement	\$ 25.00

**All fee + HST

**Other Forms—Fees vary

**Vaccines Not Covered by OHIP—Fees vary

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Access to Medical Information Consent

Patient Information:

Patient Name: _____ Date of Birth: _____
Last First Middle

Street Address: _____

City: _____ Province: _____ Postal Code: _____ Telephone: _____

Agrees to give Permission to:

Name: _____ Relationship to Patient: _____

Street Address: _____

City: _____ Province: _____ Postal Code: _____ Telephone: _____

Access the Patient Medical Chart to:

Discuss via Telephone

In Person

Pick Up Results/Requisitions

Unless otherwise revoked, this Authorization will not expire. This Authorization may be revoked at any time. However, the revocation will not apply to uses or disclosures occurring prior to our receipt of your revocation request. In order to revoke the Authorization the individual/parent/legal guardian must submit a revocation request in writing to the address below.

I, the undersigned, hereby authorize Meadowlands Family Health Center to use and/or disclose information from my medical record as specified above.

Signature of Patient: _____ Date: _____

Please verify that all sections are completed in full.