

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 for 15 minutes, \$68.00 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.
- 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.
- 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 can be written or renewed by your family physician without a visit for an extra fee of 10\$.
- 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.
- 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 meadowlandsfhc.staff@gmail.com.

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