



## **Patient Policies and Office Procedures**

Please read through our Patient Policies and Office Procedures. This document reflects our general expectations of our patients and their expectations for care in our office.

***Please note: This is not a medical assessment. No prescriptions, forms, or diagnostic work will be completed during this visit unless otherwise agreed upon.***

### **SAFE SPACE**

Our staff at Atlas Medical Clinic value all of our patients. We respect our patients of all backgrounds, religions, races, genders, sexualities and beliefs. It is our intention to create a safe space for all.

### **NO SHOW/CANCELATION POLICY**

**Every missed appointment is a missed chance to help another patient. Please arrive on time for your appointments. Patients who are more than 10 minutes late for their appointment may be required to reschedule.** Returning patients that have more than 2 no shows may be removed from the doctors panel. If you cancel your appointment less than 24 hours notice, this is considered a missed appointment, and you will be required to pay (out of pocket) as this is an uninsured service. This must be paid before another visit can be booked. Please call the clinic to cancel or reschedule. This allows your appointment slot to become available for other patients who require care.

### **RESULTS**

Due to privacy reasons, you may be requested to come in for your test results. Kindly note, discussing test results over the phone would be at the discretion of the physician.

### **ONE APPOINTMENT = ONE PATIENT**

Doubling up on an appointment by asking about another patient's concern (children, spouse, etc.) prevents the doctor from being able to appropriately assess and document the health condition. Please book a separate appointment for each person wishing to speak to the doctor.



## **UNINSURED SERVICES NOT COVERED BY ALBERTA HEALTH CARE**

Patients will be charged directly for services that are not covered by Alberta Health Care. We follow the fee schedule from the Alberta Medical Association. This includes, but is not limited to insurance forms, sick notes, prescriptions for massage and some procedures. Please speak with our reception staff for more information. You can expect any form or paperwork to be completed within 1-4 weeks as per our provincial standard. An appointment is required for any form requests so we can get the information we need. Payment is required in advance of release of any forms.

## **TERMINATION OF PHYSICIAN-PATIENT RELATIONSHIP**

To ensure a safe and respectful environment for all, the following may result in the discontinuation of care.

- Repeated missed appointments without notice
- Inappropriate or abusive behavior toward clinic staff
- Non-adherence to treatment plans despite discussion
- Use of multiple primary care providers without communication

*Termination of the physician-patient relationship will be carried out in accordance with the **CPSA Standard of Practice: Terminating the Physician-Patient Relationship**. Written notice will be provided, and urgent care will be available for up to 30 days to allow for transition of care where appropriate. Referrals to alternate providers may be offered.*

After today's visit, the doctor will decide whether to formally accept you onto their panel. If accepted:

- You will be added as a patient in CII/CPAR under the doctor
- Ongoing appointments will be scheduled as needed
- You can contact the clinic for future care and support

If we are unable to accept you at this time, we will notify you and help redirect you to other care options.