

OAKRIDGE MEDICAL VANCOUVER

312 - 650 W 41st Avenue, Vancouver BC V5Z 2M9

Phone 604-261-8177 | Fax 604-261-9607



Oakridge Medical Vancouver is a group family practice but you are under the care of one primary family doctor. You may see other available family doctors in case of emergencies or when your doctor is unavailable. We are a teaching facility associated with the UBC Faculty of Medicine and a medical student or resident doctor may be with your physician during your visit.

The following office policies are designed to help provide you with quality and timely care:

Commitment and Continuity of Care

- You should seek care from your primary family doctor whenever possible. Please ask other healthcare providers to send copies of investigations to your primary family doctor.

Keeping Contact Information Accurate

- Please inform us at once if your address and/or phone numbers change. There is no way for us to know of these changes unless you update us.

Appointment Time

- **Regular appointments are 10 minutes long;** physical and complex care appointments are longer.
- We want to be thorough so if you have multiple issues, you will have to book several visits in order that we can address them properly.
- We cannot give a longer appointment to specifically deal with multiple issues.

Fit-in Visits

- Fit-in visits are for emergency medicine refills or acute illnesses.
- Squeeze-in visits are not appropriate for longer non-urgent problems.
- To help us stay on time and be respectful of other patients, please speak with the receptionist if you need to be squeezed in when you are accompanying a family member. If time allows, requests may be accommodated.

Missed Appointments and Late Arrivals

- 24-hour cancellation notice is required or you will be charged for the missed appointment.
- Recurrent failure to notify the office of cancellation will require payment before making another booking.
- **Late Arrival:** To stay on time, your doctor will proceed to the next patient and try to fit you back in, however this may mean a wait or a need to reschedule your appointment.

Medication Refills and Specialist Referrals

Medication refills and specialist referrals are NOT provided over the phone or fax.

- Please plan ahead and make an appointment before your medications run out.
- The length of your prescriptions depends on several factors including your clinical stability, the need for office checks or lab tests.
- Specialist referrals require an office appointment so we can provide updated information and order appropriate tests that may be needed.

Services NOT Covered by MSP:

We are happy to provide these services but will bill you, as they are not covered by MSP.

Below is a list of commonly requested services. Please note this is not a complete list:

- Filling out forms
- Writing letters Doctors notes for work/school accommodations, absences, etc.
- Travel advice and travel vaccines
- Drivers, Camp or Employment physical examinations and related tests
- Removal of skin lesions for cosmetic reasons
- Blood tests that are not generally recommended as part of standard care
- Routine complete physicals and blood tests just as "check-ups" for healthy individuals
MSP will cover focused exams and tests appropriate for your age
- Transfer of patient records

**Please inform our receptionist ahead of time if you need any of these services.*

A list of the cost of these services are found at the front desk, or at the doctor's of B.C. website under fees for private and uninsured services.

Follow-up of Results:

Sign up for myehealth.ca so you can view your lab results online.

Your health is your responsibility.

Please book an appointment after any important tests to review the results, unless instructed otherwise. Though we try to ensure that all tests are appropriately reviewed, electronic and human error can occur. This way we can both make sure nothing falls through the cracks.

Phone Calls from our physicians to discuss non-urgent results and concerns in lieu of an office visit should not be expected. Please remember that your doctor has commitments after office hours.

Name(s):

Signature(s):

I/We have read the clinic polices and agree to abide by them.

I/We have a copy of these polices for my/our reference.

My/Our primary doctor is:

Doctors Signature _____

Date _____