



Morningstar Family Medicine

1018 South Pelham Rd
Pelham, ON, L0S1E4
P (905) 892 5111
F (905) 892 3331

PATIENT INFORMATION SHEET

We are happy to have you with us!

Drs. Michael Milo, Joshua Rempel, and Ellen Robb are full-time family physicians, newly practicing in the Niagara area, who provide comprehensive primary care including shared prenatal care, well child care, palliative care, minor procedures, and routine preventative health. We are able to manage complex, chronic medical conditions.

We look forward to taking care of you and your family over the coming years and hope to engage you in working toward your health goals.

Thank you for taking the time to read through our clinic policies to ensure we all start out on the same page. These policies are liable to change; we will do our best to keep you informed.

An up-to-date version of this welcome letter will be kept current on our website.

If you have any questions, these can be addressed with your physician at your initial meet-and-greet appointment.

APPOINTMENT BOOKING SYSTEM

Our physicians have pre-booked appointments in the morning to allow for necessary follow-ups and visits for ongoing issues. Reception triages the urgency of these appointments and will book into the schedule accordingly. .

If an urgent issue arises, we offer same-day appointments most days. These spots are reserved for those individuals with acute issues to save you from going to a walk-in clinic or urgent care center. Reception will triage appropriately and will offer an appointment if you meet the criteria; else you will be booked for a future appointment.

If you are looking to book an open access appointment, please try to call first thing in the morning to speak with reception. The open access appointments are booked in sequence as patients call in. If you call late into the afternoon there may not be any appointment spots left.

APPOINTMENT STRUCTURE

Typical visits are between 10 and 30 minutes depending on the reason for the visit. Certain issues, including mental health concerns, require extended appointment times.



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When booking appointments, please inform reception of any and all issues you hope might be addressed at your appointment. In order to provide safe, comprehensive care, you may be asked to book multiple appointments if all of the issues cannot be addressed adequately in one appointment. We are often only able to address one issue per visit. Issues which we are not informed of before your appointment prevent us from dedicating adequate resources to them. Limiting the number of issues addressed in each visit will help limit wait times for yourself and other patients as well.

REASON FOR VISIT

When booking an appointment, be specific and objective in the nature of your concern so that we can adequately triage when you need to be seen, for how long, and what we need to prepare prior to your arrival. We do this to ensure that there are no additional concerns we are not aware of in order to see you on schedule. Our receptionists are part of our care team, and have completed extensive confidentiality training.

Some concerns need to be directed to the emergency department if they cannot be safely dealt with in the office. Some concerns require you to fill out a questionnaire or see the nurse prior to seeing us. All of these factors impact the time of the visit, the length of the visit, and what time you need to arrive.

If your child or family member requires an appointment as well, please advise our receptionist when booking. Each patient requires their own appointment to allow adequate time to address individual issues.

ARRIVING FOR AN APPOINTMENT

Please arrive on time or even 10 minutes early for your appointment. If you need to arrive early for any reason such as completing paperwork, reception will advise you at the time of booking the appointment. If you are late for an appointment you may be asked to reschedule if we do not have enough time to thoroughly assess your concern.

Please check in at the desk when you arrive. We do not know you are here unless you check in with reception.

Please give others who are speaking with reception at the desk space and privacy until they are finished.



APPOINTMENT CANCELLATION AND MISSED APPOINTMENTS

As you are aware, when you book an appointment we set aside the time of professional resources to address your concerns. When a patient fails to show up for an appointment, these resources cannot be accessed by another patient and wait times increase for everyone.

As a courtesy to other patients we ask for at least 24 hours notice for cancellation of an appointment. This will allow us to book other patients in need of a visit. However, even if you need to cancel the same day, let us know as it is quite easy to fill appointment spots on very short notice.

We understand that there are occasions when an individual must miss an appointment due to unforeseen circumstances or a scheduling conflict beyond his or her control. We also understand that sometimes people just forget. However, a recurring pattern of behaviour will be addressed by us on an individual basis. Recurrent missed appointments will incur a 40 dollar no show fee.

PHONE SYSTEM

Phones are generally answered Monday to Thursday from 8:30 – 12:00 and 1:00 – 4:00. However, these times are subject to change. Please listen to the phone message to clarify if there are any changes during that particular week.

The phones work on a queue system. If reception is unavailable immediately when you call, your call gets placed on hold in sequence. Do not hang up as you will lose your spot in the line and it will take longer to get through.

PRESCRIPTION RENEWALS

Prescription renewal requests are to be sent through your pharmacy. Please contact them and have a prescription renewal request faxed to the office.

We require at least 10 days notice for all renewals. This ensures that you will not run out of medication if we happen to be away from the office. It also ensures adequate time if we need you to come into the office or clarify something prior to filling the request. It is your responsibility to keep track of when you are on your last refill. If you are not sure, ask your pharmacy to clarify. We try to complete these in a timely manner but there is no guarantee that a renewal will be ready on time if there is less than 10 days notice.

A fee of \$20 per prescription for additional fax refills will be charged if it is not accompanied by a visit to review the medication.



AFTER HOURS CLINICS

At the present time, individual physicians may offer hours beyond the regular workday for those who are not able to accommodate other same-day booking times. In the future there may be dedicated after hours clinics shared by the physicians at Morningstar Family Medicine.

PAPERWORK

Please speak with reception if you need any forms completed. They will ask further details on the type of paperwork and direct you on the next steps.

The College of Physicians and Surgeons of Ontario Third Party Reports policy states that physicians should complete and submit third party reports within 60 days, unless a timeline for these activities has been specified by legislation or a specific legal requirement. If there are issues with a third party requesting a deadline that is less than 60 days from the time we receive the paperwork, please let the office know so we can contact the third party and reach an agreement for a reasonable extension.

When dropping off paperwork, please ensure all patient sections are completed accurately and signed. Please do not fill out any information in the medical practitioner section. If paperwork does not meet these criteria, they will be returned to you for correction before we will proceed with completion.

UNINSURED SERVICES

Not all services are covered by OHIP and costs of these are the responsibility of the patient. A list of fees for common uninsured services is available at the front desk. We will do our best to determine if a service is not insured prior to an appointment being booked.

We do not provide travel health consultations as we do not have specialized training in this area. Furthermore, it is not a service insured through OHIP. Please consult a travel medicine specialist through a local travel clinic if planning any out of country travel.

PATIENT CONDUCT

We strive to provide the best possible care for all of our patients every single day. Medical practices are busy environments, and many unexpected situations arise.

We expect all patients to treat ourselves and our staff with respect during their interactions with them. Verbal abuse, threatening behaviour, or violence will not be



tolerated at any time by any member of our staff and will result in your dismissal from the practice. There are no exceptions to this.

MEDICAL LEARNERS

Our physicians are committed to training the future doctors of tomorrow. As such, we will be involved in teaching medical students and residents during our time with you. There will be times you will be expected to see students or residents during your appointment. All learners review your case and examinations with your physician and all plans come as a collaboration between learner and physician. Refusal to see learners may result in your appointment being rescheduled and being charged the appropriate no show fee. Verbal abuse towards learners will not be tolerated.

OPIOID, BENZODIAZEPINE, SLEEP AID, AND STIMULANT MEDICATIONS

Certain medications are known to be associated with risks and harms, including some medications that used to be prescribed routinely. Prescribing such medications, in particular opioids/narcotics, stimulants (eg. Ritalin), benzodiazepines (eg. Ativan) and other prescription sleep aids, must be done carefully and thoughtfully. In keeping with current guidelines, your physician may wish to discuss decreasing the dose, discontinuing, or switching to a safer alternative if you are on one of these medications. Prior to prescribing a high-risk medication, your physician will require you to sign a contract outlining rules for safe usage and grounds for discontinuing the prescription.

If these prescribing patterns do not seem like a good fit for your needs, please identify this to your physician for discussion, and if needed, we can connect you with Health Care Connect.

OTHER MATTERS

Self-adjusting or stopping medications

If you stop a medication for any reason, let the office know when and why so that we can reassess the situation. Also, please do not start old medications without medical authorization, or adjust your doses without medical guidance.

Completing lab work, diagnostic imaging, and attending specialist appointments

Please complete all lab work and diagnostic imaging ordered during your visit with our office. If you decide after our visit that you do not wish for certain tests, we ask you to



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please let our office know that you have altered our plan. Similarly, please attend all specialist appointments as scheduled. We ask this to save the time and resources we often put into hunting down results from outside facilities, and to allow us a chance to revisit our plan of care for a particular issue.

I acknowledge that I have read, understand, and agree with the above information.

Name: _____

Signature: _____

Date: _____