



Shelburne Centre for Health
167 Centre Street
Shelburne, ON L9V 3R8
Tel: 519-925-0017 Fax: 519-925-6717
www.scfh.ca

PATIENT GUIDE

Welcome to the Shelburne Centre for Health. We look forward to working with you to provide you with access to optimal health care in a timely fashion. SCFH is a Family Health Organization. It consists of a group of physicians and allied health professionals working together to improve access to quality primary health care services.

YOUR SCFH HEALTH TEAM

Dr. A. dela Cruz	Dr. T. Sumabat
Dr. G. Soor	Dr. A. Bhamber
Dr. I. Chattha	Dr. S. R. Owen
Dr. M. McCann	Dr. P. Pobee

NP Elora Beal

Allied Health Professionals & Programs:

Our Family Health Team includes the following allied health professionals who are available to participate in your care: Nurse Practitioners, Mental Health Workers, Dieticians, Respiratory Therapists, Clinical Pharmacist, Diabetic Educators, Nurse Educators, Wound Care Nurse, and Occupational Therapist. We can also offer assistance with smoking cessation, blood pressure management, Get L.E.A.N (adult weight management), Osteoporosis and Chronic Pain Program. To learn more about these services, visit the Dufferin Area Family Health Team website at www.dafht.ca or call 519 938 8802. If you are having a medical emergency, please go directly to your local hospital or dial 911 for assistance.

Appointment Scheduling Practices:

When booking an appointment, please indicate the nature of your visit to the front desk staff so that they may ensure you receive an adequate amount of time with your physician and are able to address your concerns. The standard is to address one issue per appointment to ensure your concerns are adequately explored and treated.

Additional issues will be addressed in respect to time availability otherwise you will be asked to book another appointment. Your Physician will endeavour to deal with your issue(s) during each scheduled visit however issues may need a series of follow-up appointments to deal with complex or multiple issues.



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There may be instances where your family physician is away from the office or continuing medical education. There will be another physician in the clinic to cover urgent appointments during this time. Confidentiality will be strictly maintained in all aspects of care.

Health Card Validation:

If you renew your Ontario Health Card, please call the office with your updated version code and expiry date. A valid Ontario Health Card must be presented at each visit. If a valid Health Card is not presented, or your Health Card has expired there will be a charge for your visit, a fee that can be fully reimbursed within 60 days if you provide the clinic with the updated information.

Missed appointments & Cancellations:

Appointments missed without 24 hours' notice will be billed directly to you. The charge for a missed appointment is \$50.00. There is a cancellation line available 24/7 for cancelling an appointment if needed. The office does not return calls to reschedule, it is up to you to call back to reschedule.

Inclement Weather (abnormal climatic conditions)

If you will be unable to attend an appointment due to weather (e.g. large snowstorm), please contact the office as soon as you know you will not be able to attend. Shelburne Center for Health may close the clinic if it is unsafe for our team to travel to the office. You will be contacted regarding any closures. Cancellations due to inclement weather are exempt from our cancellation policy.

Waiting in Office:

While your physician will always attempt to keep your appointment on time, emergencies and unexpected delays do arise and at times are beyond our control. Arriving on time, and prepared for your appointment will assist in your appointment being as seamless as possible. Please ensure you use our kiosk to check in for your appointment.

Medical Learners:

SCFH recognizes the importance of education and training, including providing opportunities to the next generation of care providers. On occasion, medical learners may participate in your care under the supervision of a physician.



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Un-insured Services (Non-OHIP covered):

Fees for medical services that are not covered by OHIP are the responsibility of the patient. The fees assigned are as per the recommendations of the Ontario Medical Association and are posted in our clinic. Uninsured services include but are not limited to sick notes, driver medical exams, wart treatments, removing skin tags, travel advice, various immunization injections, camp physicals, legal letters, insurance forms, transfer of records and disability forms.

Forms/Paperwork:

All forms (except WSIB) must be provided by the patient. We do not keep blank forms on file. All forms are subject to review by the doctor before an appointment is made. An appointment cannot be booked for a form without permission from the doctor.

If you have a form, please complete your portion, and sign the form (if required). Do not fill out any portion meant to be completed by the doctor. The partially completed form can be handed in to reception. Photos of the form are not an acceptable format. Speak to reception about emailing a signed copy, PDF files are the only format accepted if sent via email, if you are unable to convert to PDF, you must drop the hard copy off at the office. We will NOT accept unsigned forms.

The physicians at Shelburne Centre for Health comply with CPSO's policy outlining the timely completion of all medical forms. A physician has up to 45 days to complete a third-party medical form, or up to 60 days to complete the form if a medical exam is required to facilitate the completion of the requested form.

Forms are generally not covered by OHIP; some forms will be paid for by your employer/insurance company, but others you must pay for yourself. If you are responsible for paying the fee associated with the completion of the form, then you must provide payment before you will receive the completed form, as per our payment policy. We will not fax completed forms to your insurance/employer until payment has been received, as per our payment policy below.

Payments:

Currently, within the clinic, we do not accept debit cards that simulate credit cards. Payment must be made by cash, cheque, or credit card. Payments can now be made online, please see your invoice for instructions. Please note, as of June 3, 2024, SCFH partnered with PatientSERV, the Ontario Medical Association's partner in uninsured services management. PatientSERV allows patients to easily manage



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their uninsured services payments through an online platform and dedicated support team, which will help you cover the costs of uninsured services in a hassle-free and efficient manner. please visit www.patientserv.ca for more information on annual fee plan options.

All outstanding balances will be subject to overdue fees if payment is not received within 30 days of the invoice date. Insurance companies and legal firms/representatives will still be subject to overdue fees if payment is not received within 30 days of the service rendered. This overdue charge is \$5, every 30 days for which payment is yet to be received.

The Patient-Physician Relationship:

Trust and mutual respect are the cornerstone of the patient-physician relationship. If the trust or respect in this relationship has been broken, it would be in your best interest to establish a new relationship with a new provider. Some situations that would make it impossible to continue this relationship include but are not limited to Verbal or physical abuse, including using threatening or inappropriate language to staff or physicians, fraud, double doctoring, illegal requests, repeatedly late or missed appointments and non-payment of uninsured services.

Physicians at the Shelburne Center for Health all abide by the standards set forth by the College of Physicians and Surgeons of Ontario and practice evidence-based comprehensive care in family medicine. Given the similar practice styles, we do not transfer patients between physicians within the Shelburne Centre for Health.

Prescribing Policies:

As of June 3, 2024, we have begun charging a \$20.00 fee for patients who choose to have prescription renewals done without an appointment. Prescription renewals done during a regular appointment will NOT have a charge. It is important to understand that each time a request is made by fax or phone without an office visit, the patient's chart needs to be accessed, then reviewed by the physician, the necessary documentation is added to the medical file and the prescription needs to be sent to the pharmacy. Prescriptions written at the time of an office visit will be provided in quantities (with repeats as necessary) to provide the patient with enough medication to last until a follow-up appointment is medically necessary. Similarly, referral requests for physiotherapy, massage therapy, chiropractic, etc. will not be charged when provided during a visit with your physician.

Patients who require a prescription refill before their appointment with their physician may be provided with a bridged prescription, enough medication to last until the follow-up appointment with their physician. This is evaluated on a case-by-case basis at the discretion of the physician, so please be



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mindful of when you are due to run out of any medication and follow up with your physician promptly to avoid any disruption in your care.

***All patients that receive narcotics/opioids will be required to sign a “Narcotic Agreement Form”. We may also request that patients with chronic pain be seen by a pain specialist in order to have their narcotic and opioid use assessed. Narcotic/Opioid medications will NOT be refilled early.

Periodic Health Exam (Annual/Physical)

The Canadian Task Force for Preventative Care no longer recommends annual health exams in the absence of specific concerns. Talk to your physician about how frequently your health assessments need to be scheduled.

Test Results:

Our physicians review all test results. Support staff will contact you if laboratory or diagnostic tests require further investigation or are abnormal and a follow-up appointment is necessary. You may not be contacted if your test results are normal and no follow-up is required. If there are concerns or questions regarding test results, please contact the office and support staff can review your results with you.

Scope of Practice and Referrals:

Your physician is committed to ensuring that you receive a high standard of medical care. Therefore, if your medical issues are beyond your physician’s scope of practice or require specialist services, he/she will refer you to a specialist.

How you can help with your health care?

If possible, try to use the same pharmacy for all prescriptions. This makes it easy to clarify prescription concerns and keep track of your medication profile.

Carry a list of medications and your past medical history in your wallet in the event of an emergency. Inform the support staff of the reason for your appointment so they can ensure the appropriate length of your visit.

If you have chronic medical problems, speak with your physician about how often routine follow-up visits for these conditions are required.



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If you know you require lab work before a visit but do not have a lab requisition, please call the office a week in advance so we can ensure a requisition is available and can be sent to the lab in time to receive results for your appointment.

Outside Use

Continuity of care is an essential cornerstone to the provision of quality primary care. It enables your healthcare team at the Shelburne Centre for Health to stay up to date with your healthcare concerns and developments to ensure things do not get missed or overlooked. The Ministry of Health often notifies us when you seek care outside of our practice but does not provide detailed information. We do not typically get notes and records from walk-in clinics, cannabis clinics and virtual clinics. Continuity of care has consistently been shown to improve healthcare outcomes and lead to improved patient satisfaction. That is why we ask for you to see your family physician or covering MD at the Shelburne Centre for Health for all your family medical needs. This ensures your medical record stays up to date as well as provides your treating physician with access to all of your test results and latest medications. This goes a long way in minimizing any risk to your safety and ensuring the delivery of optimal care.

As a reminder, we have same-day appointments and an After-Hours Clinic available for urgent issues. Choosing to repeatedly seek care outside of your health care provider could result in dismissal from the Shelburne Centre for Health.

Keep Your Medical File Complete

Every time another healthcare professional assesses you (e.g. ER physician, specialist etc.) please ask that a copy of their notes and all investigations be sent to our office to keep your chart up to date. This will ensure that you receive the best possible care.

Consent & Personal Health Information (PHI) of a Minor

Laws in Ontario

In Ontario, the *Health Care Consent Act* stipulates that all persons (including minors) are presumed to be capable (i.e., able to understand treatment information and reasonably foresee consequences) of making treatment decisions unless proven otherwise. In other words, as long as a young person demonstrates capacity as a "mature minor" and understands the treatment, why it's being recommended, and what will happen if they accept or refuse treatment, their family must respect the young person's decision.



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The *Substitute Decisions Act* presumes that persons 16 years of age or more are capable of giving or refusing consent in connection with their own care, unless there are reasonable grounds to believe otherwise. This includes access to medical records.

In other words, if the child is under 16, then there is implied consent that health information can be shared with their parents and/or guardian, however, this consent can be revoked at any time if the patient demonstrates capacity as a "mature minor" (usually at 14 years of age). That means if at any time a capable adolescent tells their doctor they do not wish for certain health information to be shared with their parents, then the doctor is now legally obligated to keep that information private.

Once the individual turns 16, we cannot share any health related information to anyone who is not a health care provider without the patient's explicit consent. This means that the individual must give their consent in order for a parent to attend their appointments, or speak with a health care provider on their behalf.

Once an individual has reached the age of majority (18), there is a release of information form that must be filled out for any family member/caregiver to have access to their records.

_____ Thank you from the staff at the Shelburne Centre for Health _____

Both the patient and SCFH staff share a joint responsibility to ensure our FHO operates safely and efficiently. Policies and procedures act as the backbone for facility operations. They form the foundation of what to do (and not to do), how to act, and what the expectations are for everyone. These serve to provide comprehensive, quality care for patients while maintaining a safe and stable environment for everyone at SCFH and we appreciate your support to uphold our commitment to achieve better standards of care for all of our SCFH patients.

We value our patients and are committed to providing the best care possible. By working together and fulfilling these responsibilities, we can achieve optimal health and wellness. Thank you for choosing the Shelburne Centre for Health as your healthcare provider.

Please visit www.scfh.ca for updates, resource information and to access online appointment booking with your physician.

- Shelburne Centre for Health Team

