

Policies

No Show Policy

- Failed to show up an appointment without cancellation within 24 hour notice or re-scheduling you will be charged \$40 dollars for compensate the time lost for the physician you had booked for.

Appointments in person and Walk in visits

- Appointments with your family doctor can be booked in person or via our website, failed both, you can email us with email subject: appointment and the reasons for your appointment. If you are the first time in our clinic, you need to book on our website or in person with your valid health card and ID.
- Same day visits are welcome for our walk in doctors, no appointment needed. Please keep in mind the clinic may close early if it has reached maximum of patients. Our website will indicate if we are still open and the waiting time. Once you are inside the clinic, receptionists will ask the reason you are wishing to see a doctor. The receptionist will prepare your visit prior to the doctor seeing you. This will save your and the doctors' time. Please check on our [privacies](#) if you have any concerns.
- If you can not make your appointment, you must change or cancel it 24hours in advance, otherwise no show fees will be applied.

Appointments of Telephone visits

- Patients can book their telephone visit online from our website or by email to the clinic using subject as telephone visit. Doctors will try his/her best effort to call you in the same day. If you have a preferred time to be called, please state it in your booking. Please get ready for this call by finding out your pharmacy fax number you would like your prescriptions to be faxed to a particular pharmacy. If the telephone visits were over booked, or the doctor had, to leave for emergency, you may get an email to tell that you need to rebook your visit at a different time..

Your Results

- All patients' results were reviewed once they were received by the doctor who ordered them.. The doctor may not call you based on the results. The patients are expected to return or book for a telephone visit to follow up on all test results ordered by the doctor.
- We do not give out test results over the phone, nor inform you if test results have arrived at the clinic by our receptionists. Please give sufficient time before leaving the clinic for the results to come in.

Referrals

- If a referral to a specialist is being made for you by your doctor, either our office or the specialist office will contact you with an appointment time. All referrals are made within 72 hours of your visit to our clinic, however depending on waiting lists of the specialist; you may not be contacted soon enough. Receptionists will try to give you a best estimate if you ask for this before you leaving our clinic.

Forms

- In general, MSP does not pay forms to be completed. If you have forms to be filled out, you will be charged and need to pay in advance for such form to be filled out by the doctor. Please inform the receptionist of any forms needing to be filled out prior to seeing the doctor.

Zero tolerance for violent and abusive behavior

- Our front staff are trained to help patients and we make every effort to make your visit pleasant and comfortable. We are completely supportive of our staff and neither the doctor nor management will tolerate any rude or aggressive behavior..
- If you have any problems associated with your visit, please contact our managers in writing.

Termination of Doctor-Patient Relationship

- The relationship between patient and a doctor may be terminated when it becomes compromised. If this occurs, we will provide emergency medical care only for one month, or when the patient finds a new family doctor, whichever comes first.

Personal Information update

- It is your responsibility to keep your personal information up to date. The information includes a current email address, cell phone and/or house phone number, home address, and emergency contacts.. Please inform the receptionist of any changes upon arrival at the clinic.