



TELUS Health MyCare Clinic Policies

Welcome!

Thank you for choosing **TELUS Health MyCare™ Clinic** for your primary healthcare needs. The following policies have been created in order to ensure quality care and patient safety. We appreciate your time in reading and acknowledging these. If you have any questions, please speak with our staff. Your active participation in this patient-physician partnership is essential for the success of our collaborative healthcare journey. We look forward to serving as your trusted healthcare team.

Patient Registration

For patients attached to one of our TELUS Health MyCare™ clinic locations, we strongly encourage you to book a dedicated intake visit with your assigned family doctor. This will provide an opportunity to review your medical history and determine what healthcare needs are necessary for your ongoing care.

Appointments

You can book video-based appointments with any of the dedicated physicians within the attached patient team in the TELUS Health MyCare™ app, and attend our clinic when an in-person examination is necessary.

Mutual Respect Policy

We aim to create a respectful and safe environment for our patients and families. We also ask for equally respectful treatment towards our staff and physicians.

- We do not tolerate harassment, abuse, or violence of any kind. This includes, but not limited to, any physical or verbal mistreatment, such as swearing, threats, threatening behaviour, sexual harassment, or discriminatory remarks.
- Violation of this policy has grounds for dismissal from the practice.

Virtual Appointment Etiquette

Virtual visits are treated similarly to an in-person doctor's office visit. As such, etiquette and policies that apply for in-person visits also apply for virtual visits.

- As we value patient confidentiality and privacy, please ensure that you are in a place where you can discuss confidential matters during your virtual appointment.
 - We unfortunately cannot proceed with an assessment when others may overhear our conversation.
 - For your safety, we also cannot proceed with an appointment if you are driving or operating heavy machinery.

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- BC Patients: Please ensure that you are present in British Columbia for virtual appointments. As registrants of the College of Physicians and Surgeons in British Columbia, physicians are licensed to provide care to patients who are located only in British Columbia.
- Ontario Patients: Please ensure that you are present in Ontario for virtual appointments. As registrants of the College of Physicians and Surgeons in Ontario, physicians are licensed to provide care to patients who are located only in Ontario.
- If you booked a physical or virtual appointment for your child, please ensure that your child is present during the appointment.

Multiple Appointments

MSP/OHIP will not cover more than one medical appointment per day to address the same medical concern. The only exceptions to this would be if a new, unrelated, and urgent condition has arisen or if the medical concern discussed earlier the same day has worsened and requires another assessment.

Late Policy

If you anticipate being late for a scheduled appointment, **please notify our clinic staff as soon as possible**. We may need to shorten or reschedule your appointment as we are mindful of being timely for patients whose appointment follows yours.

Cancellation and No-Show Policy

We want to ensure fair access and availability of clinic appointments for all our patients.

- If you need to cancel or reschedule a clinic appointment, we kindly request that you **notify us at least 24 hours in advance**. For virtual appointments, patients can cancel the appointment through the TELUS Health MyCare™ app.
- If you do not show up for a clinic appointment, you will be charged a **No Show fee**, which will be invoiced to your account.
- We understand that unforeseen circumstances may arise, so please speak with our staff if you have any questions or concerns.

Chaperone

You have the right to request a chaperone for sensitive procedures and examinations. One of our staff members can accompany you during your appointment.

Controlled Medications

If you are taking controlled medications, such as stimulants, benzodiazepines, hypnotics, or opioid medications, you may be asked to sign a medication contract to align with College guidelines. Dose adjustments may be made in accordance with best practices for safe prescribing.



Test Results

We are unable to provide test results over the phone. Patients are encouraged to view their own results through Health Gateway (BC), Dynacare app (ON) or MyCareCompass (via LifeLabs). If you have questions about your test results, please book an appointment with a physician. We do not call for normal results.

Email Policy

Please do not email the Support team or physician requesting medical advice or to report urgent health needs. No care is provided via email.

Services Uninsured by Provincial Health

MSP/OHIP covers most medical fees for services provided by physicians, however, there are some medical services (referred to as uninsured services) that are not covered by MSP/OHIP or other insurers. These include, but are not limited to: the completion of various forms and certificates for employment or driving a motor vehicle, elective cosmetic procedures, and travel medicine.

If you require such services, you will be invoiced according to the fee outlined in our Non-MSP/OHIP Services Price List. These fees align with guidance from Doctors of BC and Ontario Ministry of Health, and are subject to change. Payment for uninsured services is due upon receipt of service.

Termination of the Physician-Patient Relationship

Please be aware that the termination of the physician-patient relationship may occur in the following circumstances, and in additional situations as outlined in the [CPSBC Practice Standards/ CPSO Practice Guide](#):

- 1) Significant breakdown in the physician-patient relationship, including irreconcilable differences in philosophy of care or loss of trust from either party.
- 2) Any harassment and/or violence toward the provider, clinic staff, or other patients.

We appreciate your cooperation in adhering to these guidelines, which are in place to ensure a safe and respectful healthcare environment for all.

Thank you for entrusting us with your care.

Best of Health,

Your Healthcare Team at TELUS Health MyCare™ Clinic