



Clinic Policies

1. A valid health card is required for all visits. Without a valid OHIP card, charges apply.
2. Patients are seen on a first come, first served basis for walk in services. We reserve the right to stop taking walk in patients once we have reached capacity for the day.
3. No lab or test results will be given over the phone.
4. **Prescription refills** over the phone/fax are at the discretion of your physicians and there is a \$25.00 charge.
5. There is a \$30.00 charge for notes for massage, orthotics, chiropractor, physio, etc.
6. There is a \$25.00 charge for sick notes.
7. No medical advice will be given over the phone or by email.
8. If there is a cancellation for booked appointments they need to be made at least 24 business hours in advance, by phone or in person, with a live individual. Answering machine messages will not be accepted. Cancellations less than 24 hours may be subject to a fee.
9. If you have forms for the physician to fill out, filling them out are at the discretion of the physician. Charges may apply.
10. Physicians can only write prescriptions for the patient they see. They cannot write ones for family members or friends without seeing them.
11. **Zero tolerance** policy for what Richmond Row Health Centre considers the use of inappropriate words, actions or inactions as disruptive behavior. Immediate action will be taken when incidents described above occur. The individual(s) may be asked to leave, the police may be called, and/or the individual(s) will be dismissed from the practice.

By signing this form you are acknowledging that you are aware of our clinic policies and fee schedules.

Signature: _____

Date: _____