

PERPETUAL HEALTH CENTRE

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CODE OF CONDUCT and PRACTICE POLICIES

To ensure a strong start to the physician-patient relationship, the Code of Conduct and Practice Policies are outlined below.

Code of Conduct

Patients are welcome to be a part of our practice regardless of their religious affiliation, race, primary language, country of origin, physical/cognitive abilities, sexual orientation, gender identity, relationship status or socioeconomic position.

We will try our best to use the most up-to-date medical information to guide and personalize your care. We encourage full transparency during all the visits. Full honesty allows us to provide the best care possible.

Confidentiality is a patient right, and your personal information will be protected. There are, however, rare circumstances in which information collected during your visits may be shared with the appropriate authorities (namely if there is a concern RE: your imminent personal safety, or the safety/abuse of minors/dependents/elders).

Our physicians at Perpetual Health Centre expect respect for all members of the medical team. We have a zero-tolerance policy for harassment of any sort. Any acts of harassment and/or violence towards the physicians, staff members, learners or other patients will not be tolerated and will result in an immediate discontinuation of the therapeutic relationship and termination from the practice.

Practice Fee Structure

Annual Medical Fee: \$1,500.00 - Non Refundable

Children less the 10 are seen at no cost if parents are registered with the practice

Note:

Pay per consultation is not our preferred model as we would like to build relationships with our clients instead of offering episodic care. The reason we have de-enrolled is to provide holistic care which episodic care does not encourage. Contact the practice for any further question regarding billing.

Appointments

Appointments can be made in person at the office or by calling the office phone number. In order to make sure we can book adequate time for your appointment - we will ask you at the time of booking what concern/reason you are asking to be addressed. Alert us if there will be any paperwork involved as this may require more time.

Late Policy:

Call the practice if you are running late for a scheduled appointment to enable use accommodate you on the same day or reschedule based on urgency.

Cancellation Policy:

We will like at least 48 hours for cancellation. If the practice needs to reschedule your appointment for any reason, efforts will be made to have you scheduled on the earliest available slot.

Controlled Medication:

If you are on high doses of opiates, benzodiazepines, or hypnotics it is expected that you will be willing to work together to lower these medications to safer doses. We do not abruptly discontinue long term medication without a plan that is safe for the patient.

Vaccinations:

Our clinic advocates and believes that all our patients have their routine childhood and adult vaccinations. If you or your children have not received their set of routine vaccinations, we encourage you to make arrangement to do so. This is to protect you and also protect our other patients who may be immunocompromised or at risk of serious harm if they were to contract a communicable illness.

Training Practice:

Our physicians are interested in training the next generation of physicians. We ask that if medical trainees are present, you consider participating in their learning experience. However, this is optional and not a requirement to register as one of our patients.

Prescription Renewals:

If you take regular medication your doctor may give you a repeat prescription without the need for you to be seen each time in the surgery. We have a strict policy of asking patients to allow 72 hours (2 working days excluding weekends) from ordering to collecting their repeat prescriptions. Patients on stable repeat medication can also opt for the "Batch Prescribing Scheme" which allows the patient to have up to an annual supply of prescriptions which are taken to the chemist of your choice. Drug prescribing of benzodiazepine and opiates: The practice has a policy not to issue repeat prescriptions for benzodiazepine medications such as Diazepam, Temazepam, clonazepam, zopiclone and opiates on repeat. Anyone in need of such medication on a regularly basis will be reviewed more frequently and were necessary, discussion will be held regarding ongoing use.

Termination of the Physician-Patient Relationship:

Your medical fee is non-refundable. You can choose to terminate your agreement at the end of each billing year. A 3 months' notice is required to allow for safe transfer of care and record. Be aware that termination of the physician-patient relationship may occur in the following situations:

1. Harassment and/or violence as described above.
2. Significant breakdown in the physician-patient relationship, including irremediable differences in philosophy of care.

The Practice will bill the patients annually on the anniversary of the patient's enrollment for the Service. During the 12-month period after the patient signs an acceptance and enrolls with the Service, the Practice may terminate the Service if the patient is in breach of the Practice Code of Conduct and failure to pay their annual fee by the renewal date.

The annual medical fee is nonrefundable.

By signing this document, you are declaring that you have read this document in its entirety and are willing to abide by the Code of Conduct and Practice Policies while enrolled as a patient of Perpetual Health Centre. You are certifying that to the best of your knowledge all the information you have furnished on this form is complete, true, and accurate.

DATE OF SIGNING:

DATE OF SIGNING:

PRINTED NAME OF PATIENT/GUARDIAN:

SIGNATURE OF PATIENT/GUARDIAN: