

Maple Leaf Medical Clinic – Dr. Jason Brunetta Office policies (updated January 1, 2024)

Booking Appointments

Appointment bookings, cancellations and management most easily occurs online through the Pomelo online booking and messaging system. The vast majority of patients (>92%) have signed up for and are using this system. All available appointments can be booked online as there is no difference in appointment availability when booking in-person or by telephone. To enhance the security of electronic communications and to stop the inefficiencies created by email communication, all patient email communication to any clinic staff, regardless of the reason, is no longer possible. Importantly, this means you are:

1. no longer able to email to request to book, change, or cancel an appointment, and
2. no longer able to email to request medical or treatment advice, you must book an appointment to discuss these matters which is consistent with the standard practice of almost all medical clinics.

Missed Appointments

You will be charged a fee for a missed appointment which varies from \$50 to \$100 (or more) depending on the type of the appointment that was missed (this includes telephone appointments). If you are unable to attend an appointment, you can cancel the appointment online 24 hours a day and up to 2 hours in advance of the start time of the appointment. Repeatedly “not showing up” for appointments, even if fees are paid, will result in your dismissal from the clinic.

Non-OHIP Insured Services

Office visits and most medically necessary procedures are insured by OHIP. The completion of most forms (for example, private health insurance forms, drivers’ medical forms, travel-related forms, and requests for letters by lawyers) is not insured by OHIP and you will be billed a fee having such forms completed. Any time you will be required to pay a fee for a non-OHIP insured service you will be notified in advance of the set fee (or sometimes an estimated cost for time-based work). Payment can be made in cash or by Interac email transfer.

Any services that are related to travel are not insured by OHIP; travel clinics are located throughout Toronto and can easily provide these services. By law travel medical advice cannot be billed to OHIP.

“Annual Physical”– THIS SERVICE IS NOT PROVIDED AND WAS PERMANENTLY DELISTED BY OHIP. OHIP does not cover “yearly physicals” or similar types of appointments because there is evidence that these types of examinations DO NOT improve health outcomes. In fact, they take away time from a physician’s ability to provide timely care for important targeted medical problems for which intervention does make a difference. You should still complete recommended, age-appropriate screening tests and our system has reminders set up for these tests.

Samples of fees for non-insured services are:

Driver’s medical form	\$100.00
Complete physical examination for driver’s form	\$120.00
Back to work, or sick notes	\$40.00
Insurance notes (e.g. massage, orthotics, etc.)	\$30.00
Drug Exception Application Form/Drug Insurance Approval Form	\$40.00
Federal Disability Tax Credit Form	\$125.00 (or more)
Adoptive Parent Application Form & Examination	\$250.00
Attending Physician’s Report	\$175.00
Narrative Report (e.g., as requested by a lawyer)	\$400.00/hour
Hourly rate for miscellaneous work (minimum)	\$200.00/30 minutes or portion

Your Medical Record

Your original medical record is the property of the physician and must remain in his possession for 15 years. If you move, change doctors, or for any reason request your medical file only a copy can be provided. The cost associated for the production and delivery of your chart is not insured by OHIP unless you have been advised otherwise. Chart copies are sent on USB key in pdf format and there is a flat fee of \$50 for this service (which includes the cost of the USB key and tracked postage with signature required). You must fully complete and sign the correct consent form for the transfer to occur.

Test Results

In most cases you will be advised during the office visit how and when you should follow up any tests (blood tests, x-rays, etc.). Some results may be communicated to you through the Pomelo messaging platform if you have registered for this free service. If you wish to review any test results you must book an appointment for that purpose. Reception staff will not release results over the telephone or by email. The most efficient way to communicate with the clinic is to use the Pomelo platform for appointment scheduling (there is no need to speak to clinic staff at all, you can provide your reason in your own words) and for written electronic communication (when permitted).

Prescription Renewals

Please ensure you have adequate medication renewals at your office visit. For renewals without an office visit, contact your pharmacy and ask that a renewal request be faxed to our office. Currently there is no charge for this service, but keep in mind that many physician offices charge \$16 per medication requested for renewal. There is a THREE BUSINESS DAY turn around time (so this is not inclusive of weekend days nor holidays) to renew medications; this 3-business day turnaround time policy has remained unchanged for the past 20 years. In certain circumstances medications cannot be renewed in this manner and this will be discussed in advance. Please do not call our office requesting medication renewals, you will be directed to contact your pharmacy to send a fax request.

Absence from the Office

Every effort will be made to have one of the other doctors help you in the event you require urgent medical care but this not always possible and you may be asked to visit a walk-in clinic or a local emergency department. You should consider whether another health care provider, such as:

- * a physiotherapist (joint and muscle assessments), or
- * an optometrist (eye assessments), or
- * a dentist (tooth, gum, tongue and jaw assessments), or
- * a pharmacist (medication questions including medication interactions), or
- * one of many other allied health professionals who could provide the same care or advice that you are seeking from a primary care physician, and who might even be better equipped to do so.

Changing Doctors

It is clinic policy that transfers within the clinic (between doctors) are not permitted. If you choose to change doctors or are discharged from the clinic, then you will have to seek your medical care elsewhere. If you move your file will be closed, and there is no guarantee that you can be taken back into the practice if you return to Toronto.

Occasionally patients blame frontline staff when unable to resolve or handle their requests instead of blaming the current health care system that does not allow clinic staff and the clinic's health care providers to perform. **Any kind of abusive behaviour by patients toward employees and health care providers will not be tolerated. Abusive behaviour includes offensive language, rudeness, and argumentativeness and will result in your dismissal from the clinic.**