**Clarington Medical Clinic**

**CLINIC POLICIES**

**Appointments:** Our aim is to provide good access to high quality care and to be on time for our visits. In order for us to do so we need your help!

* Standard appointment: 1 patient : 10 minutes : 1-2 issues
* Telephone visits: Have a 1 hour window for your scheduled time
* In-person visits: Arrive 15 minutes early
* Pre-work: Expect forms and questions to be emailed to you prior to your visit
* No shows may be subject to fees

**Same Day Visits:** There will be protected time throughout the week for you to schedule urgent same day appointments with your physician.

**Vacation:** Efforts will be made to ensure you are still able to access needed care. We provide cross coverage for each other in this office, you may be asked to see Dr. Xue, Dr. Syed or Dr. Antanrajakumar.

**After hours:** In the event you are unable to schedule a timely appointment you can seek care at any of our affiliated urgent cares where your detailed personal records will be accessible to covering physicians (Walmart Urgent Care in Bowmanville, Bowmanville Health Centre, Newcastle Urgent Care).

\*When agreeing to be part of the clinic we ask that you do not use other telemedicine care platforms or walk in clinics.

**Harassment:** Zero tolerance policy in effect for all staff and patients.

**Uninsured services:** Refer to our website which outlines the cost of uninsured services (forms, procedures offered, transfers).