

## Appointments

- **Cancellation Policy - Please provide at least 24 hrs notice to cancel an appointment.**
  - We understand that emergencies arise and request that you let our staff know as soon as possible, **any notice is better than no notice**. If you have a Medeo account, you can cancel your appointment through Medeo up to 24 hours prior to your appointment.
  - Our clinic does provide courtesy appointment notifications and reminders via text and email, but it is your responsibility to also have in your own calendar should these mechanisms fail.
- **No-Show – Failure to attend a scheduled appointment without any notice.**
  - **There is a fee for No Show appointments.**
  - If you have 3 No Shows, you may be discharged from the clinic.
- **Late Policy & Wait Times**
  - We strive to run on schedule. To help with this, please arrive 5 minutes before your scheduled appt for check-in and vitals.
  - If you are late and cannot be accommodated without inconveniencing another patient, you may be required to rebook.
  - Unforeseen medical emergencies do come up. If there is a significant delay, we will notify you promptly and you will be offered an opportunity to reschedule.
- **Multiple Concerns**
  - Your doctor will help you prioritize the most medically concerning and deal with those at the current visit. If there is insufficient time, you will be asked to book another appointment to address the remaining issues.
- **Regular Follow-up**
  - If you have a condition that requires monitoring your doctor will advise how frequently you should be seen in follow-up. It is expected that you adhere to these requests as closely as possible.
- **Prescriptions - Appointment Required.**
  - Prescriptions are provided at intervals when your doctor would like to do a reassessment or follow up on a medical concern.
  - Prescription requests and medication refills via phone and fax are discouraged. Please **book an appointment** for your medication refills.
  - Call the pharmacy first to confirm that refills are needed.
  - **Controlled substances** - Opioids are prescribed at the doctor's discretion. If the Doctor chooses to prescribe them, your use of opioids will be frequently monitored to ensure your doctor is the only provider prescribing them to you. An opioid contract will be required regardless of reason for use.

## Medeo – Online Booking and Secure Communication

- **Account Required** - Medeo uses a website and is also available as a Mobile app. Each patient 16+ years of age requires a unique email address to set up an account. Due to personal health information, accounts cannot be shared, except for dependents and approved caregivers.
- **Secure Messaging** - We use Medeo to send secure messages and Health Information to you from our Electronic Medical Records (EMR). If you receive an email notifying you of a message from our clinic, **please login and respond or action in a timely manner**.
- **Online Booking** – You will receive an email Invite to our online booking site through Medeo. <https://patient.medeohealth.com/booking/walker-lake-family-clinic-alberta>

## AI Scribe

- Our physicians use Heidi Scribe which is an AI powered Medical Documentation tool. It is intended to improve the efficiency and accuracy of medical documentation and data collection, allowing your doctor to focus on you and your care. The information collected is used solely by your healthcare provider. **Should you have any objections or concerns regarding this, we kindly ask you communicate them to us in advance.**

## Primary Care Provider

- **If your Family Physician or Primary Care Provider is at Walker Lake Family Clinic, it is expected that you will not have a Family Physician elsewhere.**
  - We understand that due to doctor vacations or urgent medical needs may require you to seek walk-in or Emergency services. Should this happen, please advise the clinic / facility who your Family Physician is so they can share necessary medical information and make sure to register you in a way that does not add you to another doctor's patient panel.
  - **CII / CPAR** – Each doctor receives monthly reports for patients on the panel of another Doctor or Nurse Practitioner. **If you have decided to seek a new family doctor elsewhere, please let our reception team know so your chart may be updated accordingly.**
  - The Leduc Beaumont Devon PCN (LBDPCN) supports us with outreach to patients on multiple physician panels. You may receive a phone call or secure message from a member of the LBDPCN Panel Management Quality Improvement team. They will ask to confirm who you consider your Family Physician, and they will also confirm your contact information to ensure your chart is up to date.

## Test Results

- Please do not call for your test results unless directed otherwise. When the Doctor orders testing, you will be asked to book an appointment to review the results and/or be contacted about significant results that require follow-up. **If your symptoms remain, return, or worsen, it is recommended that you book a follow up appointment.**

## Referrals

- **Walker Lake Family Clinic physicians belong to the Leduc Beaumont Devon Primary Care Network (PCN).** You may be referred to their multidisciplinary programs and services to support your care.
- If a referral to a specialist is made on your behalf and you have not heard from their clinic, or the PCN Referrals Coordinator within 6 weeks or the amount of time specified by your doctor, please contact the PCN Referral Coordinator to ask about the status of your referral.  
**Referral Coordinator: Stacey      Direct Line: 780-980-8818**
- Please do not miss appointments that have been arranged with specialists or for investigations. If your condition has been resolved or you need to cancel an existing appointment, please notify our clinic staff well in advance so they can check with the doctor to see if you should proceed with the visit or cancel.

## Forms/Medical Notes

- Due to time constraints, certain forms will not be completed at your appointment with the doctor. Please allow at least 2 weeks for completion of forms (i.e., insurance or disability forms).
- **Any notes that work or school requires to be completed by your doctor require an appointment.** Follow up appointments may be required if another note is needed for return to work/school/sports.

## Uninsured Services

- Alberta Health does not cover all the services provided in clinic; therefore, a fee will be charged for uninsured services. A list of uninsured services and their associated fees are updated regularly a copy can be provided upon request.

## Zero-Tolerance Policy

- Everyone, including our staff, has the right to be treated with dignity and respect. **Use of profanity, verbal threats, or any act of violence, whether in person or over the phone, will NOT be tolerated and will result in the patient being dismissed from the clinic and not welcome back.**

## Audio/Visual Recording

- Audio or video recording in an environment where the private medical or demographic information of other patients may be inadvertently captured is strictly prohibited.