

Kelso Lake Medical Centre

Practice Information Sheet

The Family Physicians and support staff of Kelso Lake Medical Centre are committed to providing continuing and comprehensive primary medical care. Patients of this clinic should consider this their primary location for health care services and management of most of their health-related issues.

Physicians

The physicians of this clinic may be here for varying lengths of time. In light of the physician shortage in Canada, the administrators of this clinic are appreciative of the ability to provide you with family physicians. Every effort will be made to provide you with continuous and seamless care. You, the patient, are free to choose a physician or change physicians at any time within the clinic or outside the clinic. If a physician or the clinic administration (physicians) feels that the physician-patient or patient-clinic relationship is not mutually agreeable in any way we will provide you with one months notice to find a new family physician during which time we will provide you with urgent care services only.

Hours

The clinic will maintain standard hours of operation, while individual physician schedules will vary. Limited evening and weekend clinic hours will be offered for patients who are unable to see their physician during regular office hours.

Appointments

Patient encounters are only by appointment. Limited same-day appointments will be reserved for urgent care needs with the understanding that you may not be seen by your regular physician.

Each appointment is made so that there is adequate time to address one problem. Please do not save up ongoing problems to be discussed during one appointment as this will result in each issue not being given due attention and subsequent patients' appointments being delayed.

After Hours

Outside of the late/weekend hours that we provide, after hours services will be provided at the Milton District Hospital Emergency Room.

Hospitalization

To assure proper continuity of care, please notify, or have a family member notify the clinic if you are admitted to hospital. It is important that your patient chart is complete and includes hospitalizations. In general, if you are admitted to Milton District Hospital, your regular physician or another physician from this clinic will be your primary doctor while you are in hospital.

House Calls

House call services will vary with the individual physician, and is restricted to the very rare urgency. If you need emergency care, you should be transported to hospital where proper and perhaps life-saving facilities are available.

Missed Appointments

If you miss a time slot reserved for you without notifying the clinic or giving reasonable explanation, you will be billed for the lost time. Please be respectful of our time and staffing expenses involved in providing you with services.

Late Appointments

Please try to arrive for your appointment on time. If you are late, we will try to accommodate you without disrupting other patients' appointments. If you cannot be accommodated, we will offer to reschedule your appointment. Please be aware that you may be billed for a missed appointment.

Test Results

Test results should be obtained directly from your physician by booking a follow-up appointment. Please DO NOT phone in for anything related to test results. The physician may choose to allow a nurse to relay test results over the phone or ask you to call the clinic for results. This will be an exception. Please be aware that the receptionists are not equipped to access or communicate any results to you.

Specialist Referrals

Your family physician should be your first contact for all health problems. This ensures coordinated and improved care and avoids duplications or unnecessary consultations as all health matters are managed through one doctor. Whenever the opinion or skills of a specialist are in the best interest of your health, the doctor may request a consultation and the staff will arrange the appointment. Please do not request consultation referrals by phone; good communication with our colleagues requires a full knowledge of your complaint and the doctor's examination findings. These can only be properly obtained in person.

Prescriptions

Remember to take your medications exactly as prescribed. If you have questions about your prescription, or a reaction to a medication, please notify us immediately. Managing your medication is both safer and easier if you keep all your prescriptions with one pharmacy. Please bring your medications with you to each office visit to help assure continuity in your drug therapy. Your doctor will give prescriptions for your medication for the maximum length of time, including repeats that he or she feels can be allowed to safely pass without reassessing your medical status. Ask your pharmacy to explain their way of noting the remaining number of refills on your bottle. Book your appointment for reassessment before you are due to run out of medication or when you are on your last repeat.

Telephone requests for prescription renewals will be refused. If a physician chooses to renew a prescription by phone, there will be a charge to you.

Insured Physicians' Services

You must present your OHIP card each time you come to the office. Patients who do not present a valid health card will be billed, and may seek reimbursement if coverage is still in effect. Patients covered by out-of-province/out-of-country health plans will be charged at OHIP rates and must pay at the time of service. We will accept payment by cheque, Interac, Visa payments or cash.

Uninsured Services

Some services are not covered by the Ministry and accordingly, there will be a charge for these services. Examples of services NOT covered are:

- Drivers/Scuba/Pilot Medical Exam
- Employee Sick Forms
- Camp Physicals
- Sick Notes
- Legal Letters
- Insurance Forms
- Transfer of Records
- Telephone Prescriptions
- Disability Forms
- Newborn Circumcisions
- Missed Appointments
- Telephone Advice
- Long Distance Calls

Please check with our office for the current costs of uninsured services.
Payment for all uninsured services are due upon receipt of the service.

Confidentiality

The confidentiality of your health information is of utmost concern to us. Under no circumstances will any details of your health be released without your prior consent (except for that required by law). If we need to call your home, we will leave a message to call our office. We will only communicate with you through a family member or friend with your prior and express permission except in the case of a minor or legal guardianship.

Training Centre

The Kelso Lake Medical Centre will occasionally afford learning opportunities to Medical Residents ("Interns") and students. These Residents may be at the clinic for several weeks and may see patients on their own with the doctor's and your consent. Your regular or primary physician will not change, but he/she may be accompanied by a medical student on your visit. You will be asked for permission to allow the medical student to be present, prior to your visit with your physician. You are under no obligation to have the student present and are free to decline. If you have consented at a previous visit, you are under no obligation to agree at subsequent visits, and your consent will be sought each time. It is understood that all staff at KLMC, including Residents and students, are bound by the same code of conduct and confidentiality.

"When wealth is lost, nothing is lost; when health is lost, something is lost; when character is lost, all is lost. " -Billy Graham

Kelso Lake Medical Centre

205-311 Commercial Street
Milton ON L9T 3Z9
P: 905.876.1011
TTY: 905.876.0481
E: info@klmc.ca

Telehealth: 1866.797.0000