



## **Dermatology Clinic Policies**

You have been referred by your Primary Health Care Provider for a specific skin concern, or you may have reached out to our clinic for a cosmetic dermatological concern. Please limit your visit to this concern today. If you have any other skin concerns, we would be happy to discuss these, with a referral, at a separate appointment, after your Primary Health Care Provider has assessed the condition and sent a corresponding referral.

Unfortunately, we are unable to give advice about family members' skin problems. Family members should see their Primary Health Care Provider for an assessment. If a dermatology consultation is required, their Primary Health Care Provider will contact us with an appropriate referral, and an appointment will be booked for them.

MAOM offers a wide range of dermatological services covered by OHIP. In addition, we offer services that are not covered by OHIP. Removal of benign (non-cancerous) lesions such as age spots, skin tags and harmless moles are not covered by OHIP. These services are optional, and Dr. Kents will discuss any costs prior to the procedure being performed.

A VALID Ontario Health Card (OHIP) must be present at every visit or a charge will apply.

We regret that we cannot refill prescriptions by phone. If you run out of medication prior to your next appointment, you may see your Primary Health Care Provider for repeats, or you may call our clinic to book an earlier appointment (please indicate that the appointment is for a prescription renewal only).

Please be aware that urgent conditions can arise in this clinic at any time. These situations are beyond our control and often disrupt scheduling. Wait times may exceed an hour. We apologize, in advance, for any inconvenience this causes.

ALL NO-SHOW appointments and CANCELLATIONS under 72 hours (with the exception of weather conditions) will be charged \$50. This fee must be paid before another appointment will be scheduled. For the consideration of others, please notify us of cancellations as soon as possible so the appointment may be given to another patient.

The use of recording devices (including taking photographs) is not permitted at the clinic.

Our staff and patients have the right to be in a safe environment, free from abuse or harm caused by others. We understand that people can become upset and/or angry when their matter is not being dealt with as they might wish. But aggressive or abusive behaviour is unacceptable. Unacceptable behaviour includes language or actions that may be disruptive to the flow of the clinic or cause staff to feel demeaned, threatened or abused. Some examples include threats, verbal abuse, sexually inappropriate comments or actions, derogatory or insulting remarks, rudeness, profanity and yelling. It may also include excessive calls, emails or other communications. Any individuals that are being disruptive to the clinic and/or are involved in unacceptable behaviours are required to leave the building immediately. Individuals who have been asked to leave the building will not be permitted back on clinic property until they have made arrangements, by phone, with the clinic manager. In certain cases, individuals may have to find a new dermatologist.

MAOM appreciates your understanding of our clinic policies, and thanks you for your cooperation.

I have read, fully understand and agree to abide by the policies listed in this this Dermatology Clinic Policies document. I understand that refusing to cooperate with these policies may result in forfeiting my appointments at MAOM.