

## Clinic Policies

1. **Who we see:** We are a specialized pediatric respiratory clinic and only accept new patients with respiratory concerns who are referred by a physician (family physician, pediatrician, emergency room physician).
2. **If we haven't seen you in a while:** Patients who have not been seen in a period of 18 months will require a new referral to be seen. Patients who are re-referred will be triaged according to the intake criteria for the reason for referral, and will return to the waiting list for new patients until an appointment can be provided.
3. **When to arrive:** Patients are asked to arrive early for their appointment. Please check local traffic conditions prior to the scheduled clinic time to avoid traffic delays. Patients who are greater than 5 minutes late may be required to re-schedule or wait until the physician has available time, which may not be until the end of the half day. This will be at the discretion of the treating physician.
4. **Appointment Notifications:** We strive to ensure that families are aware of appointments well in advance and will work with you to schedule visits that fit into your lives. Reminders and notifications will be sent before clinic appointment. We ask that patients bring all respiratory medication and devices to all appointments.
5. **Late Cancellations and "No Shows":** We understand that there will be life circumstances that come up which can affect scheduled visits. However, it is important that returning patients who are scheduled for appointments arrive to clinic on time, as late cancellations and no shows reduce the ability of our team to care for other patients.
  - Returning patients who cancel their appointment within 4 hours of the scheduled time will be counted as a "no-show".
  - Returning patients who "No Show" two or more times within a 12-month period will have their file closed and their care will be returned to the referring physician/primary care physician. It is at the discretion of the treating physician whether a patient will be eligible to be re-referred for evaluation.
  - A new patient (1<sup>st</sup> time Consultation) that does not show for the consultation will be eligible to be booked for one subsequent consult. If they "no show" for this second appointment, the referral will be closed and returned to the referring physician.
6. **Urgent Visits:** We strive to see patients both when things are going well, and when things are not going well. We have limited amount of same day appointments and will try to accommodate urgent concerns as best able. These visits will be provided the same day of the concern, though patients may be required to see another physician working in the clinic for urgent respiratory concerns. Given that the nature of these appointments are to address urgent concerns, they will be limited to a 15-minute assessment. Questions regarding non-urgent issues or chronic management of conditions will be deferred to a subsequent visit.
7. **Walk in Visits:** Our clinic does not accept walk in assessments. Patients presenting without an appointment will be asked to schedule an appointment, or to be referred for evaluation if they are not an existing patient.
8. **Duplication in Services:** There are other Pediatric Respiriologists working in Edmonton, and we acknowledge that at times patient can be referred to other respirologists for a second opinion. If patients have two respirologists as part of their care team, we ask that they choose one physician to follow up with, as

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duplication of services can result in miscommunication and adverse events for patients. You may at times be seen by the other respirologist at Pinwheel Pediatrics for urgent assessments or if your usual respirologist is away, but patients should remain with their primary respirologist for ongoing follow-up and are not permitted to switch according to personal preference.

**9. Communication:** We aim to have a strong working relationship with our families that facilitates trust and respect.

- Hostile and aggressive behaviour towards any of our staff or towards other patients will not be tolerated, nor will any form of discrimination. Patients (or their parents) who choose to speak or act in ways that would be interpreted as hostile, aggressive, or discriminatory will have their care transferred elsewhere.
- Requests for additional documentation, such as medical letters or medication renewals outside the scope of a regular clinic visit, may take additional time so please allow a 2 week turn-around for these. Forms that are more complex may take longer to complete. Please provide us with as much time as possible to complete these forms. Completion of certain forms, particularly if complex, are not covered by Alberta Health Insurance and may be subject to additional fees at the discretion of the attending physician (examples: Disability Tax Credit Forms, insurance applications, AISH applications, etc).
- The email address for the clinic is intended to be used to send necessary documents to our team, and is not intended to replace a conversation with our care team. The e-mail address will not be used to discuss medical issues, and patients will be encouraged to call the clinic if there are concerns.