



## DEEP RIVER & DISTRICT HEALTH

North Renfrew Family  
Health Team

### **Welcome to the North Renfrew Family Health Team,**

We look forward to providing you with excellent, compassionate primary health care.

Thank you for taking the time to read through our clinic's policies below. If you have any questions, your primary care provider would be happy to address them at your next appointment, or you can reach out to us at the contact information provided below.

### **Phones**

Phones are answered Monday through Thursday, 8:30am to 4:30pm, and Friday 8:30am to 4:00pm. There is a holding queue, please remain on the line and the administrative staff will answer your call at their earliest opportunity. Early mornings are the busiest times for the phones, if you have a non-urgent issue, you may have a shorter wait time if you phone later in the day. There is no voicemail available.

### **Booking an Appointment**

All of our health practitioners see patients by *appointment only*. Appointments can be booked in person, by phone, or through our website. If your child or family member requires an appointment as well, please advise our administrative staff when booking. Each patient requires their own appointment to allow adequate time to address individual issues.

When booking an appointment, please identify the reason for your visit as accurately as possible. This allows the length of the appointment and the need for urgent availability to be assessed appropriately. Please advise staff at the time of booking if you require a form or note to be completed, as this can affect the length of time needed for the appointment. Please provide at least *24 hours'* notice to cancel an appointment so we can book another patient and decrease wait times.

### **Accessing Care**

For in-person appointments, please arrive *10 minutes* prior to your scheduled appointment time. This allows us time to get you checked in, and complete an intake assessment to maximize the time with your practitioner. If there is a line to check-in at reception, please try the Self Check-In tablet in the waiting room. Please bring your health card and your current medications to all visits.

For telephone appointments, patients must be within Ontario or Rapides-des-Joachims, at the time of the phone appointment for their practitioner to provide care.

Should you arrive more than *5 minutes* late, or we are unable to reach you, your appointment will need to be rescheduled. We appreciate you being on-time for appointments, as it helps the clinic to remain on schedule.

### **Prescription Renewals**

Please ask your pharmacy to *fax a refill request* to the clinic. Please be aware the time frame for renewals is 1 to 2 weeks. If we receive a request for a medication renewal that requires a visit for review, we will provide a temporary extension on the prescription and contact you to book an appointment.

T 613-584-1037

F 613-691-7674

[www.drdh.org](http://www.drdh.org)

Care is in our culture.

117 Banting Drive  
Deep River, ON K0J 1P0



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### **Form Completion**

Please be aware that absent of a specific legal requirement, the College of Physicians and Surgeons expects that practitioners will complete and submit forms within 60 days. We endeavor to complete forms quickly where possible. Forms are an uninsured service that is not covered by OHIP. Please speak to office staff to confirm the cost of completion. Only forms that specify the physician must submit will be sent in by the North Renfrew Family Health Team, all other forms are the responsibility of the patient to submit.

### **Test Results**

Clinic staff are not able to provide results until they are reviewed by the patient's practitioner. If follow-up is required, the office will contact you to schedule an appointment.

### **Zero Tolerance Harassment Policy**

It is expected that all members of our care team will be treated with respect and courtesy. Aggressive, threatening, or offensive behavior towards any member of staff will not be tolerated, and may result in termination of the patient-practitioner relationship.

### **Medical Learners**

On occasion, you may see a medical learner during your appointment such as a medical or nursing student, or a resident physician who is a licensed doctor training specifically in family medicine. Any issues discussed with the learner are reviewed and overseen by your primary provider.

Sincerely,

The North Renfrew Family Health Team

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