

WINDSOR FAMILY HEALTH TEAM



WELCOME PACKAGE



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Welcome!

Healthy lives; Healthier Community

Your Team is Ready to Meet You

The Windsor Family Health Team (WFHT) offers high quality primary healthcare for residents in Windsor and the surrounding area. An interprofessional group of healthcare practitioners, including family physicians, provide healthcare in an integrated, respectful and holistic environment. Focus is on disease management and prevention, rehabilitation, palliative care and health promotion.

Services and programs at the WFHT are grounded in our Model of Health and Wellbeing adopted By the Board of Directors in 2014. (Pictured below)



Our Commitment

The Windsor Family Health Team has fully endorsed the Alliance for Healthier Communities Health Equity Charter. As an organization, we recognize the need for health equity and believe this charter provides a roadmap towards achieving this goal.

The Health Equity Charter states, "Access to the highest attainable standard of health is a fundamental human right. Everyone deserves equal access to a full, vibrant life, which is essential to a healthy and just society." We believe that by adopting this charter, we are committing to providing equitable care to all of our patients. We are dedicated to implementing the principles of the charter in our practice and ensuring that our patients receive the care they need to achieve optimal health outcomes. Together, we can work towards a healthier and more equitable community.

For more information on the Health Equity Charter, please [Click Here](#). This is a progressive living document oriented to advance health equity through a human rights and social justice approach.



Patient Enrollment and Consent Fact Sheet

Your Family Health Team Physician or Nurse Practitioner

Ontario's family physicians and nurse practitioners (providers) are the foundation upon which our healthcare system is based. Your provider is your first contact with the healthcare system. They will provide primary healthcare services of, diagnosis and treatment, illness prevention and health education to you and your family. The care your provider delivers includes making referrals to specialists and being involved with, or informed about, your care in hospital.

Your provider's Family Health Team is made up of a number of family physicians, nurse practitioners and inter-professionals who are working together to give you and your family better access to quality primary healthcare services.

Here's what this means to you

- 1 Your provider has available appointments that include evenings and same day for urgent healthcare needs.
- 2 Your medical record will be available to any healthcare providers within the Family Health Team who are part of your circle of care.

It's easy to join a Family Health Team

Simply complete an Enrollment Form and return it to our office. After review, you will be contacted to arrange your first appointment. Upon arrival you will be asked to read and sign the *Patient Enrollment and Consent to Release Personal Health Information Form*, at which time, you are officially a patient. By signing the form, you agree that, unless you're traveling or find yourself in an emergency situation, you will try to contact your Family Health Team provider first when you have a health concern. Should your physician or nurse practitioner not be available, they may direct you to another appropriate healthcare avenue.

You also agree to allow the Ministry of Health to provide your physician or nurse practitioner with information about health services you have received from a physician outside your group.



Questions and Answers

Q1. *When I enroll with my family physician or nurse practitioner in a Family Health Team may I still see specialists or other healthcare providers?*

A1. As an enrolled patient you commit to seeing your Family Health Team provider. As coordinator of your healthcare, they will be able to refer you to a specialist or another healthcare provider in keeping with your needs.

Q2. *How confidential is my medical information?*

A2. Your provider is required to respect the confidentiality of your health information, as are the other health professionals in your Family Health Team who care for you. Your provider decides if there's a need to share your personal health information with other health professionals involved in your care. If your records are shared through computer systems, it will be done under the strictest conditions of confidentiality that meet or exceed approved privacy standards and regulations.

Q3. *Can I go to the emergency room if my child is sick in the middle of the night?*

A3. Of course. If you think it's an emergency, don't hesitate to go.

Q4. *What type of information am I agreeing to share?*

A4. By consenting to the limited release of personal health information, you are allowing the Ontario Ministry of Health to release, to your Family Health Team provider, the dates of immunizations, mammograms, cervical and colorectal cancer screenings and the dates and types of other primary healthcare services that you have received from other family physicians other than your family provider.

Q5. *Can I register my children as well?*

A5. To enroll your children under 16 years of age, simply complete the appropriate sections of the Patient Enrollment and Consent to Release Health Information Form on their behalf. People 16 years and over need to sign the form themselves. Once an enrolled patient turns 16 the patient remains enrolled and their consent is cancelled until the 16-year-old provides their consent.



Q6. *I have a Power of Attorney for Personal Care for my father. Can I register him with his physician?*

A6. Yes. Just follow our enrollment process. When completing the Patient Enrollment and Consent to Release Personal Health Information Form, check the "Attorney for Personal Care" box in section 2 and sign. Please make sure you have the Power of Attorney for Personal Care document available, in case we contact you for a copy.

Q7. *What happens if I want to change providers or cancel my Enrollment with my provider?*

A7. You are free to change the provider you are enrolled with up to twice a year (outside of the Family Health Team). If you wish to change providers within the Family Health Team you would need to discuss this with your current provider and both parties would have to be agreeable to the change. If you enroll with a new provider your previous enrollment is automatically cancelled.

Q8. *As an enrolled patient can I still get a second opinion?*

A8. The advantage of being enrolled to a Family Health Team is that your provider will often be able to consult with another physician or health practitioner in the group. You can always choose to get a second opinion. You can ask your provider to recommend another physician outside the team for a second opinion or you can make your own choice.

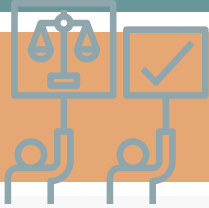
Q9. *As an enrolled patient what happens if I see another family physician?*

A9. Should you wish a second opinion, your family physician or nurse practitioner can refer you to another physician.

If, however, you are seeing another general practitioner or family physician on a regular basis, the provider with whom you are enrolled to can remove you from their Family Health Team roster of patients. The provider may also continue to see you on the same basis as before you enrolled.

If you want to cancel your enrollment or consent, you can call the Ministry of Health patient information line at 1-888-218-9929. You should also let your family physician know.





Patient Bill of Rights

- 1 You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality, and cultural background.
- 2 You have the right to privacy in care for your personal needs.
- 3 You have the right to information concerning your medical condition, in terms you can understand.
- 4 You have the right to participate in decisions regarding your care.
- 5 You have the right to an explanation about your treatment including benefits, risks, and alternatives.
- 6 You have the right to give or refuse consent for treatment, including medication, and to be informed of the consequences of giving or refusing consent.
- 7 You have the right to confidentiality of all information as outlined in the law.
- 8 You have the right to know the identity and profession of those responsible for your care.
- 9 You have the right to express any concerns by leaving comments in our patient feedback box, responding to patient feedback surveys, or by attending patient satisfaction focus groups.
- 10 If you have a physical or intellectual disability, you have a right to reasonable accommodation in accordance with the law.



Patient Responsibilities

- 1 Actively participate with all caregivers in their wellness plan and treatment.
- 2 Provide accurate information regarding their care.
- 3 Accept the responsibility for the consequence of refusing treatment.
- 4 Be considerate and respectful of all members of the Windsor Family Health Team and to other patients.
- 5 Observe Windsor Family Health Team rules and regulations.
- 6 Be responsible for all personal property.
- 7 Accept the responsibility of all uninsured financial obligations.
- 8 Voice any concerns first to their healthcare provider.



Do you have an urgent health concern?

Our team reserves a limited number of urgent appointment slots Monday to Friday. These appointments are booked on a first come, first serve basis and are scheduled the previous day. If your provider is fully booked or unavailable, we can offer you an appointment with another provider.

Urgent issues include:

- A fever lasting in excess of 2 days
- An untreated infectious condition (such as bladder, vaginal, eye) that requires immediate treatment
- Persistent cough

These visits are time-limited and are intended to address a single urgent concern. Urgent appointment slots will not be used to manage complex chronic conditions, prescription refills or to complete medical forms.

What Should I Do When I Can't Get an Appointment?

Occasionally when we are unable to offer you an urgent appointment, we may suggest that you access a walk-in clinic to ensure that you receive the urgent care that you need.

Suggested local Walk-in Clinics	Location	Hours of Operation
Medical Centre Walk-in Clinic	2930 Dominion Blvd Phone (226) 773-6260	Mon-Fri 8am-3pm Sat & Sun 8am-12pm
Roseland After Hours Walk-in Clinic	3840 Howard Ave Phone (519) 972 3944	Mon-Fri 1pm-7pm Sat & Sun 11am-4pm
Erie Health & Wellness Centre	101 Erie St East Phone (519) 252 0007	Mon, Tues, Thurs 9am-5pm Wed 10am-6pm Fri 9am-1pm
VCare Clinic	2285 Howard Ave Phone (519) 254 7979	Wed-Fri 8am-8pm Sat-Sun 9am-3pm Pediatric Clinic Mon-Thurs 6pm-8pm



Digital Health Services

This document explains our digital health services and what you've consented to by providing your email address for communications. Information will be sent to you via email about digital health services including appointment reminders and referral status updates (Ocean), health promotion/education program information, general announcements, virtual video visits, and patient satisfaction surveys. If you would like to opt out, all you need to do is call our office at 519-250-5656 and ask that your email address be removed from your health record.

Please note if you opt out you will be unsubscribing to all features listed above.

Telus Virtual Video Visits

This is a feature that is embedded in our electronic medical record system that is a product of Telus Health and allows us to schedule and initiate a virtual encounter with patients.

How it works...

- You request a video appointment by calling our reception service or using our Online Booking platforms
- You authorize us to communicate with you by email in order to receive your video visit link
- You use the emailed link (provided by Telus) to join your video visit at the scheduled time

This service is currently available for all clinical roles but does not include emergency related conditions. A physician may require a physical examination to assess and recommend treatment.

Ocean by CognisantMD

Ocean by CognisantMD is an EMR-integrated patient engagement solution. Using mobile devices and a cloud-based platform, Ocean allows patients and healthcare providers to securely share health information for clinical use, administration, referrals and research.

Digital health services include:

- Online Booking
- Patient Appointment Reminders
- Patient Messages
- Website Forms
- eReferrals



For any Virtual Visit (phone or video)

The same practices must be followed as if it were an in-person appointment, meaning: details discussed during your appointment will be recorded in your medical record, we ask that you do not record the visit, and please let us know if anyone else is in the room with you.

Please find a quiet and private space for your appointment.

We have taken the appropriate steps to preserve your privacy, however, we cannot provide you with the same guarantee of security and confidentiality as if you were seen in person because we cannot control the physical environment that you are in, or the personal technology resources that you are using when engaging in virtual video visits.

If your provider believes that the concern is best handled in person, we will rebook your appointment at the earliest possible time.

Our digital health services are expected to change over time. We will use your email authorization to communicate all of those opportunities to you.

Consent covers all email communication about current future digital solutions as well as WFHT events and programming.

Stay current by visiting our website at www.windsorfht.ca or follow us on Facebook.

No Reply Email

Most email communications coming from the WFHT at this time are "no reply". This means we are sending you information that is one direction only. You cannot reply. There are some exceptions made to accommodate accessibility needs. In the future that may change, if that happens, or exceptions are made, there are risks to be aware of.



Windsor Family Health Team Patient Email Communication Consent

Email communications coming from outside of a secure online portal are SUBJECT TO THE FOLLOWING:

RISKS OF USING EMAIL

Sending personal health information by email includes several risks of which the patient should be aware. The patient should not agree to communicate with WFHT staff via email without understanding and accepting these risks.

The risks include, but are not limited to, the following:

- The privacy and security of email communication cannot be guaranteed.
- Employers and online services may have a legal right to inspect and store emails that pass through their system.
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent.
- Emails can introduce viruses into a computer system and potentially damage or disrupt the computer.
- Email can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of the physician or the patient. Email senders can easily misaddress an email resulting in it being sent to many unintended and unknown recipients.
- Email is permanent. Even after the sender and recipient have deleted their copies of the email, backup copies may exist on a computer or in cyberspace.
- The use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Email can be used as evidence in court.
- WFHT will not be held financially responsible for any individuals' personal electronic devices due to a virus or other form of cyber damage.

CONDITIONS OF USING EMAIL

Windsor Family Health Team physicians/staff will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, WFHT physicians/staff cannot guarantee the security and confidentiality of email communication, and will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct of the team member. Thus, patients must consent to the use of email for patient communication.



Consent to the use of email includes agreement with the following conditions:

- Emails to the patient concerning diagnosis or treatment may be printed in full and made part of the patient's medical record. Because they are part of the medical record, other individuals authorized to access the medical record, such as staff, billing personnel and other healthcare professionals on our team who are part of your care, may have access to those emails.
- Email communication is not responsible for following up on the WFHT physician/staff email and for scheduling appointments where warranted.
- The patient should not use email for communication regarding sensitive medical information, such as sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, or substance abuse. Similarly, your provider will not discuss such matters over email.
- WFHT is not responsible for information loss due to technical failures.
- Each patient must use their own, unique email address. (The same email address cannot be used by two different patients).
- The patient will notify WFHT should there be any change in their email address.

INSTRUCTION FOR COMMUNICATING BY EMAIL

If communicating by email is approved on an exceptional basis or as a future standard practice, the patient shall:

- Limit or avoid using an employer's computer.
- Inform the WFHT of any change in the patient's email address.
- Review the email to make sure it is clear and that all relevant information is provided before sending to WFHT physicians/staff.
- Take precautions to preserve the confidentiality of emails such as using screen savers and safeguarding computer passwords.
- Withdraw consent by calling the Windsor Family Health Team to have the email address removed from the patient record.
- Do not rely on email for immediate assistance. If the patient's condition is considered serious or rapidly worsening, the patient should call their family doctors office for a consultation or appointment, visit the office or take other measures (such as calling an ambulance) as appropriate.



Making the Most of Your Healthcare Visit

The primary healthcare doctor or nurse practitioner (provider) is the point of entry into the healthcare system and are the point of referral for all other healthcare services. Your provider treats you and tracks your healthcare through the different stages of your life.

We all appreciate a healthcare system that functions efficiently and quickly and provides care for everybody.

Here are some tips to make the most of your healthcare experience.

Booking and Cancelling Appointment:

You can schedule or cancel your routine or follow up non-urgent appointments by either calling the office at 519-250-5656 to speak to a clinical receptionist or visit www.windsorfht.ca to schedule an appointment using our online booking feature, Ocean.

We are happy to offer a variety of appointment types to help meet your needs. Appointment types include virtual (both phone and video) and in-person. Although virtual appointments can be convenient, your provider may request to see you in person to better assess and evaluate your health status.

When cancelling an appointment, we ask that you please do so at least 24 hours in advance when possible. Letting us know that you no longer need the appointment helps us to schedule another patient waiting for care.

If you show a pattern of missing appointments, you will be sent a warning letter and possibly risk your status as a patient.

If you have a chronic condition that requires regular healthcare visits it's best to schedule follow up appointments before leaving your current appointment to help stay on top of your health.

Be Prepared for Your Appointment

During your appointment with the provider, it is helpful to have your facts in order. Be prepared with these answers:

- Location - Where does it hurt?
- Description - Describe specific symptoms
- Duration - How long has this been bothering you and is it happening all the time or on and off?
- Intensity - Was the symptom severe enough that you have to stop the activity that you are trying to do? (e.g., stop playing sports, stop eating, needed to sit and rest)



Making the Most of Your Healthcare Visit

During Your Appointment:

Prioritize your health issues. Your provider may only be able to treat one problem in a single office visit. It is to your benefit to have your provider spend your appointment time to thoroughly analyze your one issue.

Family & Friends:

We understand that some patients may wish to bring a friend or a family member to help translate when there is a language barrier or for support when hearing explanations about a new diagnosis or ongoing healthcare concerns. Please keep in mind that the scheduled appointment is for your own medical concerns and "squeezing in" your family or friend will cause appointment delays.

A language translation service is available free of charge to our patients and can be arranged ahead of the scheduled appointment, upon request.

Bring your Medications:

Make sure to have a list of all your non-prescription supplements (herbal/naturals) as well as the bottles of any prescribed medications so your provider can have a full understanding of what you are taking.

After your Visit:

It is important to follow any recommendations that your healthcare provider has made to help improve your overall health.

- Follow the prescribed treatments
- Complete any tests that have been ordered
- Fill and take your prescription as prescribed
- Make a follow-up appointment at the appropriate time if you have been asked to do so

Medication Renewal Policy:

To help us renew your prescription on time please remember:

- Review your medication needs at each appointment.
- Make sure you keep track of the number of medications you have and when you will need a renewal.
- Bring your medication to each appointment with your provider.
- If you run out of medication(s) before your next visit:
 - Call/visit your pharmacy and have them fax over your renewal request to use at 519-250-5864
 - We require **5 business days** to respond to your pharmacy.
 - If you call us to renew your prescription, we will redirect you to call your pharmacy. If your pharmacy is not cooperative, let us know.



Your Health Information and Your Privacy Rights

Who Can Use and See Your Health Information

When you come to see us, we assume you consent to our collecting, using and sharing your health information to provide you with health care, unless you tell us otherwise.

In most cases, we only use and share your information with those who are providing you with health care, such as doctors, nurses, residents and other team members. We may also provide your health information to Ontario Health to update your provincial electronic health record (EHR), in order to help facilitate and coordinate your care with other health care providers.

Sometimes we may collect, use or share your health information without your permission, including:

- to get payment for the services we provide to you
- to contact a relative or friend if you are incapacitated
- to report certain diseases to public health authorities
- when necessary to prevent serious harm to you or others
- when we suspect certain types of abuse

Name/Phone/E-mail

Margo Reilly, Privacy Officer
Email: mreilly@windsorfhht.ca
Ph: 519-250-5656 Ext. 201

If you're in a health care facility such as a hospital

We may share general information about you, such as your location and general health status, with others, including your friends and family who are concerned about you, unless you tell us not to.

If you tell us about your religious or other organizational affiliation, we may give your name and location to someone from that organization to provide you with support, such as spiritual care, unless you tell us not to.

Fundraising, research, education and planning

Unless you tell us not to, we, or others working on our behalf, may use your name and address for fundraising.

Sometimes we get your permission before we collect, use or share your health information for research. However, some research projects do not require your consent under certain conditions. These research projects must be approved by a research ethics board and must have privacy safeguards in place.

We may also use your health information for educational purposes and to plan our services and may share this information with certain organizations for health system planning and management.

Your rights

You have the right to:

- ask to see and get a copy of your health record
- ask us to correct information in your record that is inaccurate or incomplete
- ask us not to collect, use or share your health information for health care purposes

Contact us if you would like to:

- ask about how to exercise your privacy rights
- request access to or correction of your health record
- make a complaint

You have the right to file a complaint with the Information and Privacy Commissioner of Ontario.



info@ipc.on.ca



1-800-387-0073



www.ipc.on.ca



Information and Privacy
Commissioner of Ontario
Commissaire à l'information et à la
protection de la vie privée de l'Ontario

When Should I Call 911 or Visit the Emergency Room?

It is important to call 911 or visit an Emergency Department **ONLY** in emergencies. Look for other options when a healthcare crisis doesn't require immediate attention. You should only use these services if you are experiencing a life-threatening illness or injury.

The following are some examples of symptoms requiring emergent care:

- loss of consciousness
- sudden confusion, trouble speaking, dizziness
- persistent, severe chest pain
- sudden breathing difficulty or shortness of breath
- fractured or broken bones
- uncontrolled bleeding
- a sudden, severe headache or vision problems
- sudden weakness, numbness and/or tingling in the face, arm or leg

The graphic below will help guide you to "Make the Right Call"

MAKE THE RIGHT CALL

How does your call measure on the urgency gauge?

NOT URGENT



SELF-CARE

- Twisted Ankle
- Sunburn
- Minor abrasions
- Seasonal allergies

SEE A DOCTOR



CALL YOUR DOCTOR

- Chronic symptoms
- Back pain
- Stomach aches
- High blood pressure

EMERGENCY



CALL 9-1-1

- Chest pain
- Severe blood loss
- Head injury
- Shortness of breath

What will your call be?

When in doubt, call 9-1-1



Programs and Services

The Windsor Family Health Team offers a variety of programs and workshops available to you free of charge! Please see program and descriptions below and reference our website for a full program description.

Dietitian/Nutrition:

A Registered Dietitian provides time limited individual nutrition counselling to those 18+ years who are patients of the Windsor Family Health Team.

Heart Health

For patients who have been diagnosed with atrial fibrillation, or heart failure, programming offered through Best Care provides monitoring, and education on the affects atrial fibrillation has on daily life. Patients learn how to recognize symptoms and how to respond appropriately.

Lung Health/Smoking Cessation

This program offers diagnosis and treatment to support respiratory health among those patients with COPD and Asthma.

Oral Health Education

Windsor Family Health Team's Oral Health Educator provides oral health education and preventative treatments on an as needed basis for individuals with oral health concerns, without private dental insurance.

Social Work

Registered clinicians with a Master's Degree in Social Work offer evidence based, multi-model counseling tailored to meet the patient's individual goals. This time limited individual counseling is available to patients currently enrolled at the WFHT who are 16 years and older.

Memory Clinic

This program offers patients a thorough memory assessment on many aspects of memory function to help people living with memory difficulties maintain independent living and quality of life for as long as possible.



Programs and Services

Preventative Care and Cancer Screening

This program aims to prevent and detect illness and disease and promote health of patients by offering preventative care and cancer screening based on guidelines to reduce severity of breast cancer, colorectal cancer and cervical cancer.

Health Promotion

The Health Promoter is a Registered Practical Nurse with extensive experience working in primary care. The Health Promoter supports illness prevention and improved access to care through program development and facilitation.

Team Care Centre Program:

Windsor Team Care Centre is a program of the Windsor Family Health Team that supports solo practicing primary care providers in Windsor without access to team based care. As an enrolled patient of the WFHT, you may have access to some of their programs.

For current program description visit the Team Care Centre website:



Or visit windsortcc.ca/programs-services.



Workshops

Other Workshops

All of these programs are free and most are open to the community.

For details on upcoming workshops/programs please check out the Community Health Calendar



Events listed in this calendar are those of the Windsor Family Health Team, Windsor-Essex County Health Unit, Essex NP Led Clinic, Harrow Family Health Team, Lakeshore Community NPLC, Windsor-Essex Community Health Centre, and City Centre HealthCare - CMHA.



Uninsured Services Fee Schedule

Effective June 2022

Transfer of medical records (1st 20 pages)	\$20.00
Transfer of medical records insurance/legal (1st 20 pages)	\$30.00
Photocopying charges per page after 20 pages	.25
Completion of Forms: Physical	
Schools & Camps	\$30.00
Pre-employment cert for fitness	\$40.00
Fitness club	\$40.00
Hospital/nursing home employees	\$40.00
Completion of Licensing Forms:	
MOT examination	\$65.00
Driver's medical	\$65.00
Civil aviation medical examination report	\$100.00/hr
Pilot's license validation	\$100.00/hr
Administrative license suspension	
Appellant medical information form	\$100.00/hr
Completion of Work & School Related Forms:	
Back to work or sick notes	\$10.00
Federal employee absence notes	\$10.00
Other Certificates:	
OCF-18 Insurance treatment plan forms	\$160.00
OCF-3 Disability/maternity certificate	\$160.00
OCF-8 Certificate of health practitioner	\$60.00
EI Certificate for compassionate care benefits	\$60.00
INS5140 EI Certificate for sickness benefits	\$60.00
OCF-19/59 Determination of catastrophic impairment	\$120.00
Travel Cancellation	\$40.00
Life Insurance/Death Certificate	\$50.00
OCF-22 Approval of Assessment or Examination	\$160.00
CAS application form for prospective foster parent	\$60.00
CPP medical disability for,	\$85.00
CRA, Federal Disability Tax Credit	\$80.00
Citizen and Immigration Medical Report	\$160.00

Uninsured Services Fee Schedule

Effective June 2022

Applicants to Canadian Armed Forces req. for med info	\$120.00
Auto Sales Tax rebate form	\$30.00
Life and Health Insurance Report and Assessment Fees:	
Attending Physician Statement	\$165.00
System-specific or Disease-specific questionnaire	\$100.00
Insurance medical examination	\$260.00
System -specific examination	\$125.00
Clarification report or Full Narrative report	\$429.00/hr
Independent medical examination	\$110.00/hr
Other:	
Wart removal	\$15.00
Minor cosmetic procedures - per treatment	\$25.00
*TB Mantoux Test Form	\$10.00

