



Patient Information and Contract

Treatment of Physicians and Staff

We have a **zero tolerance abuse policy**. Any abusive behaviour directed towards physicians, staff or other patients will result in you no longer being a patient at Ursus Care Clinic (UCC).

Appointments

Ursus Care Clinic aims to provide **same or next day family practice appointments**. A **main health issue** will be addressed and **additional issues if time permits**. This ensures physicians can **focus and properly address a patient's health issues during the appointment**. Additional appointments can always be booked.

In Person and Telehealth Appointments

We **emphasize in-person visits** to ensure quality patient care. **Phone appointments are acceptable to address some health issues, such as prescription refills or discussion of test results**. They are **not acceptable for the majority of referrals**.

Family Medicine is a constantly advancing field. **Physicians at UCC will use their clinical judgement to order investigations, labs and request referrals**. We **require you collaborate with UCC physicians** to address your health.

Patient Ending Care at Ursus Care Clinic

You can end your care under a physician at UCC at any time. Inform any staff member of the clinic.

Dismissal from Ursus Care Clinic

You will no longer be a patient at UCC for any of the following:

- Refusing to collaborate with UCC physicians to address your health.
- Clearly stating non-confidence in your physician: directly to their physician or a staff member at UCC.
- Regularly seeing other doctors for care that could otherwise be done at UCC.
- Refusing to attend any in-person appointments, and demanding all appointments be tele-health only.
- Refusal to pay for services. Please inform UCC of any financial distress.

Date:

Name Printed:

Signature: