

## Additional Information About Ursus Care Clinic

### **Why a Contract?**

Now that the clinic has closed its regular walk-in clinic, we want to ensure the relationship between UCC and family practice patients is standardized. This ensures all patients are treated equally and fairly. Likewise, UCC wants to ensure that all patients understand how the clinic operates, and the patient's role at the clinic.

### **Forms:**

Review and **fill in your section** of the form before the appointment with your physician. A private fee often applies to forms that require completion by a physician, this covers administrative costs. This fee may be paid by you, through your employer, government, or insurer. Ask the office staff if you are unsure who pays for your form. Please ask a staff member if you want to know how we determine appropriate fees for forms.

### **Tests:**

Ursus Care Clinic will contact you about test results with you **REGARDLESS** of test outcome. If you have not received any correspondence (email or phone call from office staff or a physician) regarding a test result in **7 days**, contact the clinic for information.

### **Vaccines:**

Vaccinations are given at UCC, but the individual physician may refer to you to public health for certain vaccinations.

### **Prescription Refills:**

Contact your pharmacist to try and get a short term prescription until you can get an appointment at UCC.

### **Travel Medicine:**

UCC does not practice any travel medicine. Seek the services of a private travel medicine clinic.

### **Your Personal Contact Information:**

Your contact information and medical chart is stored in Electronic Medical Record software ran on a secure off-site server. Your personal contact information (e.g. address, phone number, email) is **not used for marketing purposes** and **only for the event we contact you** or have to **correspond with medical facilities regarding your health**.

### **Your Personal Health Information:**

Physicians at UCC may consult with each other to ensure quality care. Physician-Patient confidentiality ensures your right to privacy. **Health information** (e.g. diagnosis, test results, prescribed medications) **is discussed only with the patient**.

### **If You Have a Concern or Complaint:**

If you have a concern about the operation of the clinic please provide a written letter describing the issue with your contact information in a sealed envelope with "For Ursus Clinic Management" written on the envelope. Please leave the letter with a staff member. The clinic manager will be the only individual opening and viewing the letter and will address issues with the necessary individuals.