

DR. STEPHANIE MULLIN
BSC, MD, CCFP, DIP SPORT MED

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Please carefully review the enclosed information regarding the clinic and it's policies. During your visit you will have the opportunity to ask any questions you may have.

*By becoming a patient of the clinic you agree to abide by these policies.*

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**MUTUAL RESPECT IS ESSENTIAL
FOR A GOOD PATIENT-PHYSICIAN
RELATIONSHIP**

Southland
SPORT MEDICINE

A facility of

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H E A L T H



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Southland
SPORT MEDICINE



**DR. STEPHANIE
MULLIN**

**FAMILY & SPORT
MEDICINE PHYSICIAN**

**PATIENT
INFORMATION
PAMPHLET**

APPOINTMENT SCHEDULING

- Specific information about your concern(s) is required for scheduling. Types of appointments include:
 - Office visit (new problem)
 - Follow-up
 - Periodic health exam/ Medical exam
 - Procedure (ie. injection, mole removal, wart treatment)
 - Administrative (forms)
- We will make an attempt to accommodate urgent concerns that same day or within a reasonable time frame.
- All requests are triaged by the staff and reviewed by the doctor, as necessary.
- To allow adequate time, please keep appointments to *one issue per visit*.
- Inform us if you require extra time (complex or multiple related issues).
- Periodic preventative health exams (medical) must be booked in advance and dedicated to this purpose. If you have other problems or urgent issues, please book a regular office visit to address these.
- Our office staff will contact you in advance with a reminder for your appointment.
- Arrive early in case there is any paperwork or forms to complete before your appointment.
- We reserve the right to fit in or rebook patients who are late for appointments.
- Every effort is made to run on schedule but occasionally we may run behind. Your patience and understanding is appreciated.

MISSED APPOINTMENTS

- 24 hours' cancellation notice is required. If you miss an appointment or fail to notify us in time, a fee must be paid before booking another appointment.
 - \$50 for follow up
 - \$100 for medical or procedure
- If you miss 3 appointments without notice you will be discharged from the clinic.

UNINSURED SERVICE FEES

Some medical services are not covered by Alberta Health Care and become the responsibility of you, the patient. Fees are assigned as per Alberta Medical Association recommendations and will be discussed in advance of service rendered. Exceptions can be made based on individual circumstance.

OTHER OFFICE POLICIES

... because patient interview and examination are essential for us to provide quality care...

PHONE CALLS

- Receptionists are not qualified to offer medical advice.
- The doctor does not routinely offer medical assessments on the phone, but will be available to assist staff when necessary.
- Telephone advice that is not directly related to recent appointment may be considered uninsured and billed directly to the patient.
- All laboratory and diagnostic test results are reviewed upon receipt and if there is an urgent matter you will be contacted. Otherwise, you should book a follow up ahead of time to review non-urgent results.

REFERRALS

- Before any referral is arranged, patients must see the doctor for pre-consultation information gathering and investigations to facilitate a faster and more effective consultation.

MEDICAL LEARNERS

We routinely have medical students and residents in our clinic and they may assist you with your visit. You will always have an opportunity to review concerns with your doctor.

We appreciate your cooperation and support of medical education.

MEDICATION RX

- If you require medication refills, let us know during your office visit and we will renew it. If a detailed medication review is appropriate, then a dedicated follow-up visit will be scheduled.
- There is an uninsured service fee charged for phone / fax prescription renewal if the patient fails to book an appointment for appropriate follow-up before the last repeat runs out. A charge also may be levied if the patient calls, or if the pharmacy calls on the patient's behalf.
- This office follows evidence-based guidelines for all prescriptions, including antibiotics, narcotics and medications for stress-related conditions.