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Northern Roots Primary Care Policies

We strongly believe in creating a healthcare home for every patient. In order to provide you the best care possible we do have office policies which are grounded in respect for all the patients and staff who call this office home.

1. Abuse (verbal, physical, emotional, or mental) will not be tolerated. You will be asked to leave the office immediately if this behaviour is observed.
2. Missed appointments. We strive to provide timely access to appointments for our patients. For this reason, If you miss an appointment or cancel with less than 3 hours notice you will be charged a fee of \$30.00 per booked 15 minutes. No new appointments will be booked for you until this fee is paid. Please see our *Missed Appointment Policy* for further details.
3. Opioids. If you are on a chronic opioid prescription it is expected that you will sign and abide by an opioid contract developed with your primary physician.
4. Prescription renewals. Phone-in/fax prescriptions are not a BC Medical Services Plan covered service. For this reason, there is a \$25.00 charge for renewal of prescriptions over the telephone or by fax. Please keep close track of your prescription medication needs, and call our office at least 2 weeks prior to running out of your medications to book an appointment with you family doctor.
5. Appointment times. Regular clinic appointments are allocated for 15 minutes. It is often very difficult to properly address multiple issues in one visit so your physician may request you to book another appointment if needed. We have longer appointments available for periodic health screening as well as chronic disease review and will be happy to book this for you if due.
6. Forms/Uninsured Services. There are certain services we are able to provide that are not covered by the Medical Services Plan (ie. form completion, visits for medical travel advice, etc). Please ask our reception staff for a complete list of services and fees. We will strive to complete all form requests within two weeks of receipt of payment.