

ROBSON MEDICAL CLINIC
DOCTOR PATIENT AGREEMENT

- ❖ **This is an academic facility: UBC Faculty Family Medicine** trains medical students and resident doctors at this clinic. Medical students are competent in history taking and performing physical examinations. The supervising doctor makes the diagnosis and decides on management with the medical student. Residents see patients independently (as they have graduated medical school). A resident doctor can diagnose and treat your condition, but will have a supervisor available. You may be asked to see a medical student or resident and we encourage you to allow them to facilitate us with your care. If you do not want to see a student or resident doctor, please book an appointment at another time.
- ❖ **This is a full service facility.** Doctors at the clinic perform minor surgery at the office including excision of moles and lumps, IUD insertion, endometrial biopsy, abscess drainage and suturing of wounds. The doctors also perform injections of joints. All childhood vaccines and flu shots. No travel vaccines are available.
- ❖ **Focus on the main problem per 10min visit:** In order to ensure an accurate diagnosis, a doctor must do a proper history, physical examination, and investigations, along with explaining medication side effects and arranging follow up. What may seem like a simple problem to a patient might turn out to be very serious. For this reason, you must focus on the main reason for the visit and arrange subsequent appointments to deal with a list of problems.
- ❖ **Complete physicals are not for everyone:** Some new patients qualify for one full (head to toe) examination for a baseline. Please ask your doctor what annual follow up is thereafter required. For example, a young healthy woman usually only requires an annual pap test and breast examination, which is a 10-minute appointment. If birth control is required, this is done typically in a separate visit. A head-to-toe complete physical takes about 20 minutes, and is recommended for patients with serious health conditions or who are over 50 years old. The physical is often used to help triage/sort out problems, and usually blood-work and a follow-up visit is required after the physical.
- ❖ **MSP doesn't cover all services.** For example, forms, sick notes and benign mole removal require payment. All forms must be presented at the reception desk and paid for before the office visit. Transfer of the records is not an insured service. Healthy people don't need their full chart transferred, but people with serious chronic illness should have a copy of their full medical sent to the clinic.
- ❖ **Doctors do not take phone calls.** Doctors cannot be expected to diagnose or treat problems over the telephone, as this is an unsafe practice. In addition, phone calls are often disruptive to current appointments. To be fair to all, this clinic does not accept patient phone calls. Please come by in person for proper medical assessment.
- ❖ **Do not call for your test results** as disclosure over the phone may breach Privacy Laws. When you are sent for a test, ask your doctor if and when you need to come back to review results. Typically, you are expected to come back if your symptoms remain. The Doctor always calls patients back with significant abnormal results that need to follow up. Please ensure your call back number is active.
- ❖ **After hour services:** If an emergency occurs outside of office you must go to emergency room, (call 911 for ambulance). An after-hours physician replacement service is available 6pm-7am Monday to Friday weekdays and 24 hours per day over the weekend and holidays. Please call 604 522 2311 to speak to the Doctor on Call.
- ❖ **Confidentiality:** Expect the highest level of confidentiality from your doctor. You must provide written, witnessed authorization in order to release your medical information to anyone (even a parent, a counselor, or a spouse), unless you are with the person at the time of disclosure.
- ❖ **Termination of the doctor –patient relationship can be done at any time and can be initiated by either party:** If a patient feels that the relationship is not working out, they are encouraged to seek a new doctor. The doctor can equally decide if the relationship is not therapeutic and professional; the patient will be notified in writing to seek another care provider.
- ❖ **Referrals are at the discretion of the doctor:** BC health insurance requires the doctor to perform a full & relevant history, physical examination, laboratory investigation, and arrive at a provisional

diagnosis before a medically necessary referral can be made. Family doctors usually refer complicated cases for shared care. Otherwise a patient can attend a private specialist clinic at their expense.