



Our Clinic Team



RAVINES MEDICAL GROUP

**For any questions or concerns,
please contact:**

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RAVINES MEDICAL GROUP

**Caring for the Health & Wellness
of Our Communities.**

IMPORTANT PATIENT INFORMATION

We have been proudly serving our communities for over forty years. Our medical team works together to promote the health and wellness of each and every patient and their family.

In order to provide you with timely services, to have all of the required information to develop the best treatment plans, to protect your privacy and to promote an environment that is safe for all patients and staff, we have prepared this Patient Handout which outlines our policies. We have based these policies on Doctors Nova Scotia's guidelines.



One of Our Examination Rooms

Preparing for your first visit with your doctor:

- Please arrive 15 minutes early for registration
- Please bring all of the medications you are currently taking. If possible, please request your pharmacy to provide you with a medication list.
- During your first visit, the receptionist will have you fill out a form to update your current information. This information will be reviewed with you by your doctor.

Scheduling Policies:

- To ensure we allow the appropriate amount of time for your care; review of required results/specialist reports and to manage long wait times, you will be asked when booking appointments the reason for your visit. Patients requiring more time should let the receptionist know upon booking an appointment. If need be, you may be asked to schedule a second appointment to address all of your health care concerns.
- If you cannot make your scheduled appointment please call 3 hours in advance. Patients will be invoiced a fee for missed appointments if no notice is provided. Please note that fees vary by appointment and are posted in the clinic. Same day cancellations may be subject to a fee.
- Failure to comply with these guidelines may affect your ability to schedule further appointments.
- The clinic reserves the right to fit in or rebook patients who are late for appointments.
- Appointment requests are triaged and every effort is made to schedule same day or appropriate appointments depending on the nature and urgency of the problem.

Clinic Closures:

- We try our best to call to notify patients of a clinic closure. However, during storms we encourage you to call the clinic line to check if we are opened.

Office Hours & After Hours Care:

Please note that we do not have voice mail. Our phone lines are open Monday and Tuesday 8:30-7:30pm; Wednesday, Thursday and Friday 8:30-5pm and are closed for lunch 12-1pm.

If calling after hours and it is a medical emergency we encourage you to visit the nearest Emergency Department. If you require emergency medications we encourage you to call your Pharmacy to see if they can provide you with a short term supply. If you require a walk-in appointment please call ahead to see if we can accommodate you.

We make every effort to have another doctor available to see you for urgent care while your doctor is away from the clinic.

Our affiliate clinic, Ravines Medical Centre located at 535 Larry Uteck Blvd offers Walk-In Services Monday-Thursday 5-8pm, Fridays 3-6pm, Saturday 10-2pm and Sunday's 12-4pm.

Prescribing Policies:

- For prescription renewal, please book an appointment. Prescriptions will not be refilled over the phone.
- If you have no refills left on your medications, please let us know during your office visit so the doctor can renew the prescription.
- If a detailed medication review is appropriate, then a dedicated follow-up visit will be scheduled.
- This clinic follows evidence-based guidelines for all prescriptions, including antibiotics, narcotics and medications for stress related conditions - reserving the right when and if to prescribe such medications.

Uninsured Services:

- Some services are not covered by your Nova Scotia Health Card (MSI). The fees for these uninsured services will be posted in the clinic.
- You will be notified if a fee is applicable prior to you receiving such a service.

Patient Privacy:

- To comply with the new Patient Privacy Act, we have forms to protect your medical information. We require your signature authorizing who you want to release your personal medical information to.

Office Policies:

Because a patient interview and examination are essential for us to provide quality care, we have adopted the following office policies:

- Receptionist are not qualified to offer medical advice
- Doctors do not routinely offer medical assessments on the phone and will be available to assist staff when necessary
- All tests results are reviewed by the doctor. Patients will be called to book an appointment if follow up is required.
- If you are seen by another physician in our clinic, for example in one of our walk-in/on-call clinics or by an assigned locum doctor, they will have access to your medical records and a report of the visit will be made available to your doctor.

In order to provide you with the best care while meeting the healthcare needs and safety of all of our patients and staff, patients who: continually miss appointments without notice, refuse to comply with the doctor's treatment plan once the patient has agreed to follow the plan or patients that become rude or threatening to staff, doctors or family may be requested to seek a doctor from another clinic to follow their care. We discourage transfer of patients within our medical team.