

Clinic Policies

Respectful Environment

SETFHT is committed towards providing a safe and respectful environment to all patients and staff. We have a zero tolerance policy towards unsafe and disrespectful behaviour towards staff and/or other patients. Behaviour of this nature may result in the physician ending his/her relationship with a patient. Please see "Patient Rights and Responsibilities" at setfht.on.ca for further details.

Evening and Weekend Appointments

SETFHT prides itself on being able to offer after hour access for urgent issues 5 days a week. Please remember that evening and weekend clinic appointments are reserved for urgent issues only. As evening appointments are limited, please make every effort to attend the appointment given to you by our staff.

Routine immunizations, forms, and prescription renewals will not be completed during these appointments. Please refer to table below for location and times of evening/weekend appointments. For weekend clinics, please try to register at least 30 min prior to closing.

| | Day | Time | Location |
|----------------|-------------------|---------------|--------------------|
| Evening | Mondays | 5-8pm | 840 Coxwell |
| | Tuesdays | 5-8pm | 840 Coxwell |
| | Wednesdays | 5-8pm | 840 Coxwell |
| | Thursdays | 5-8pm | 840 Coxwell |
| Weekend | Saturdays | 9-12pm | 840 Coxwell |
| | Sundays | - | - |

Switching Physicians

SETFHT is an academic practice of health care providers who utilize a team-based approach for your health care. Within the team environment, each patient has a single Family Physician. Switching to a different Family Physician at SETFHT is not permitted.

The exception pertains to Resident Practice patients who will switch to a new Resident Physician every 1-2 years.

Appointment Cancellations

To ensure accessibility and fairness to our patients, we strongly encourage patients to give at least 24 hours notification to cancel an appointment. Two or more cancellations less than 24 hours in advance or two or more missed appointments/"No-Shows" to appointments without a valid medical or personal reasons will result in a cancellation fee.

Opioids and Controlled Substances

Certain prescription medications require specialized monitoring for individual patient safety as well as that of the community at large. These medications include opioids (one form of pain medication), benzodiazepines (one type of anxiety medications), and stimulants (Attention Deficit Hyperactivity Disorder or ADHD medications). These medications must be prescribed or renewed by your regular Family Physician only and may require an appointment.

If you are a part of the Resident Practice, you must book an appointment with your Resident Physician. If an appointment is booked with another provider, your medication will not be renewed.

Prescription Renewals

If you require a renewal of your prescription medication, you may call your pharmacy and have them fax a Prescription Renewal Request on your behalf to your Family Physician.

- Faxed prescription renewal requests should be sent at least 7 days before a prescription runs out. A faxed prescription renewal request received with less than 7 days before a prescription runs out may not be refilled in time.
- Please do not call the clinic to request a prescription renewal.
- Please note that prescription medications need monitoring and your physician may ask you to book an appointment to have your medication renewed.

Forms, documents, letters

There are many documentation requests that patients bring to their Family Physician. Please allow 60 days for completion. If you require forms to be completed earlier than the requested period, please discuss with your Family Physician. Please review the Non-OHIP covered services for fees if applicable.

Privacy

As per provincial privacy guidelines:

We cannot release ANY information to a person who is NOT the patient. Unless we have signed consent; or court issued document on the chart. This includes family members, spouse, partner or friends. All requests must be approved by the Health Information Custodian (your physician) - We legally have 30 days to complete any requests

The above have been approved by the physicians of the South East Toronto Family Health Team:

Dr. Roy Wyman
Dr. Peter Tzakas
Dr. Kimberley Kitto
Dr. Tia Pham
Dr. Neha Kanga

Dr. KitShan Lee
Dr. Michelle Lockyer
Dr. Edward Kucharski
Dr. Betty Hum
Dr. Tarin Arenson

Dr. Stephanie Godard
Dr. Deanna Telner
Dr. Sam Tirkos
Dr. Mary Thomas
Dr. Geordie Fallis

Dr. Rob Ciccarelli
Dr. Aaron Harris
Dr. Blaise Clarkson
Dr. Eleanor Colledge

Dr. Sian Wong
Dr. Jackie Bellaire
Dr. Louisa Huband
Dr. Caitlin Fitzpatrick