

Business Hours

- By appointment only, our office is open Monday to Friday from 8:30am to 4:00pm and closed from 12-1pm. It is best to verify with the staff for evening clinics as the schedule often changes.
- Please arrive a few minutes early for appointments in order for the staff to register your arrival and update your file.
- We do not provide home care and are unable to see patients who arrive without an appointment (walk-in).

Appointment Cancellation Policy

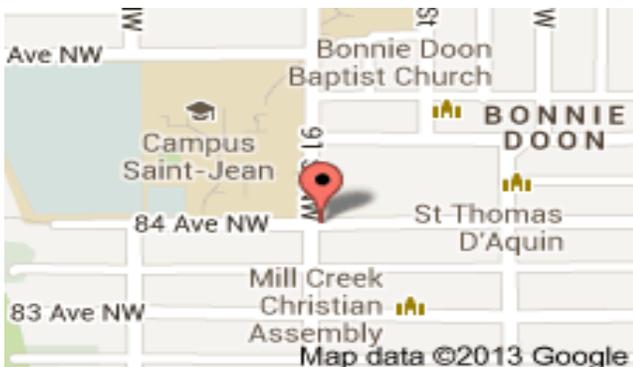
- Thank you for notifying us at least 24 hours in advance if you are unable to attend your appointment. This will allow us to reassign your appointment to another person in need. Please note that a \$30.00 fee will be charged if we do not receive 24 hr notice of cancellation.
- If you miss three (3) appointments without notifying the Clinic with a 24 hr notice, your name will be deleted from our patient list; thereafter, we will be unable to offer you future appointments.

Policy Governing Narcotics

- No narcotics drugs are kept on the premises. It is not common practice for the doctors to prescribe narcotic drugs.

Prescription Renewal Policy

- Please, always bring your medication with you when you visit the Clinic; this makes our work easier and allows us to offer you better service
- All prescription renewal must be made in person during a medical appointment. CSCST does not renew prescriptions over the phone.



Policy Governing Abusive or Intoxicated Patients

- No abusive or intoxicated patient (from alcohol and/or drugs) will be tolerated or treated on the premises.
- No physical and/or verbal abuse towards CSCST staff will be tolerated; abusive clients will not be offered future appointments.

Residents of Centre Saint-Thomas

- Residents of Centre Saint-Thomas must register like any other clients if they wish to see a doctor at the CSCST.
- Residents of Centre Saint-Thomas must be accompanied at all times when they visit the CSCST. They also need to bring an up to date medication list at each visit.

Parking

- Parking is available on 84th Avenue unless otherwise indicated by the city.
- Additional parking is available in the interior courtyard of the CSCST, between the west and north wings of the building.

Information about blood test and x-rays

- You are encouraged to review the details of preparation needed for specific tests.
- Our staff can help you with phone numbers, locations and information for blood tests, x-rays and/or other examinations if needed.

Additional fees for Uninsured services

- Some services are not covered by Alberta Health and Wellness; please note that additional fees are charged for uninsured services. These services must be paid for, in cash only, at your appointment.
- Please ask the receptionist for a detailed list of uninsured services and their associated fees

I have carefully read the policies of the Centre de Santé Communautaire Saint-Thomas Community Health Centre. I understand these policies and promise to respect them.

Signature: _____

Date: _____

Ici on parle Français!!

9040 - 84 Avenue
Edmonton Alberta - T6C 1E4
Tél. / Phone: (780) 434-2778