



### Business Hours

- By appointment only, our office is open Monday to Friday, from 8:30 to 16:00, closed from 12:00 to 13:00 and closed for statutory holidays. It is best to inquire with 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.
- Our physicians do not provide home visits and will not see patients who arrive without an appointment.
- Each appointment is reserved for the individual who booked the appointment and it is not intended for other family members. If they are a registered patient, they can book an appointment at another time.

### Appointment cancellation policy

- Please notify us at least 24 hour in advance if you are unable to attend your appointment. Please note that a \$30.00 fee will be charged if we do not receive a 24 hour notice of cancellation.
- If you miss three (3) appointments without notifying the clinic 24 hours in advance, your name will be deleted from our patient list and we will be unable to offer you future appointment.
- If you are a new patient and you miss your first appointment without notifying the clinic, we will be unable to offer you a future appointment.

### Parking

- Visitors parking of La Cité Francophone is available (upper level access from 91 Street).
- The parking lot on the lower level and at the back of the building is reserved for the staff of La Cité Francophone.

**#40, 8627 – 91 Street**  
**Edmonton, AB, T6C 3N1**  
**Phone: (780)434-2778**

### Prescription renewal policy

- All prescription renewals must be made in person during the medical appointment. Doctors do not renew prescriptions by fax or by phone.
- Please book your appointment for prescription renewal 3 weeks in advance so you don't run out of medication.

### Policy for narcotics

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

### Policy governing abusive or intoxicated patients

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

### Information about blood test and x-rays

- 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 receptionists for a detailed list of uninsured services and their associated fees.

**I have carefully read the policies of the Saint-Thomas Community Health Centre. I understand these policies and agree to respect them.**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_