

# Walk-In Patient Form

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Personal Health Number: \_\_\_\_\_

Primary Address: \_\_\_\_\_

Primary Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Please indicate all languages that you speak fluently (check all that apply):

English

Other: \_\_\_\_\_

## Emergency Contact

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

Preferred Pharmacy Name: \_\_\_\_\_

Pharmacy Address: \_\_\_\_\_

Allergies: \_\_\_\_\_

Reason for Visit Today: \_\_\_\_\_

Do you have a Family Physician? If yes, please complete the information below:

Family Physician Name: \_\_\_\_\_

Clinic Name and Address: \_\_\_\_\_

## How did you hear about us?

Westwood Staff \_\_\_\_\_

Friend/Family Registered at Westwood \_\_\_\_\_

Google / Web Browser

Instagram / Facebook

Other: \_\_\_\_\_

## **Walk-In Patient Agreement**

Ensuring your health and well-being is our utmost priority. To ensure optimal care, we kindly request your cooperation with the following guidelines. If you have any queries regarding these policies, please feel free to discuss them with us. The following guidelines adhere to the current standards set by the College of Physicians and Surgeons of BC (CPSBC).

If you have a family physician, please provide us with their information below:

**Name of Family Physician:** \_\_\_\_\_

**Clinic Name and Address:** \_\_\_\_\_

### **Walk-In Patient Commitment**

- Our clinic is not a walk-in clinic, and walk-in availability may be limited or unavailable at times. A walk-in visit is typically for one-time or as-needed care, and we do not guarantee ongoing or long-term care for walk-in patients.
- If you have a family physician, it is strongly encouraged and advised that you follow up with them for continuity of care and for any necessary follow-up.
- Respect your doctor's medical assessment and opinion.
- Treat clinic staff with respect and refrain from any form of verbal or physical aggression (violation may result in immediate dismissal from the practice).

### **Appointment Scheduling**

- Standard appointments are 10-15 minutes, depending on the nature of the visit.
- A discussion limit of 1 medical concern is allocated per appointment. For additional medical issues, please schedule separate appointments. If you have multiple concerns, your doctor may prioritize them during the appointment and schedule follow-up visits for unresolved issues.
- Patients are limited to one appointment per day; the clinic reserves the right to cancel any additional appointments scheduled for the same day.
- Please provide the clinic with the reason(s) for your visit whenever possible to allow for appropriate scheduling.
- Urgent matters, such as acute infections or minor injuries, may qualify for same or next business day appointments. Prescription refill requests do not fall under urgent visits.
- Prescription refills requested by pharmacies without an appointment will not be accepted.
- If applicable, appointments can be scheduled online or by contacting the clinic during office hours. Emails are typically not accepted methods of communication for scheduling appointments.

### **Virtual Appointments**

- For virtual visits, your doctor may contact you within +/- 60 minutes of the scheduled appointment time.
- Your doctor will attempt to reach you twice for virtual appointments. Please adjust your phone settings to accommodate calls from unknown numbers.
- Failure to answer after two attempts will be considered a missed appointment.

### **Late or Missed Appointments**

- Please cancel appointments at least 48 hours in advance.
- Notify the clinic by phone if you anticipate being late for your appointment. While efforts will be made to accommodate you, tardiness may result in a missed appointment, especially if exceeding 15 minutes.
- Missed appointments, no-shows, or late cancellations will incur an out-of-pocket fee.

### **Office Hours**

- Office hours are subject to change. Please refer to our website or contact the office for the most current information.
- For all medical emergencies during and outside of clinic hours, please proceed to the nearest Emergency Department.

### **Access to Medical Records**

- Your medical records are securely stored in compliance with BC's Personal Health Information Act, with your doctor serving as the custodian.
- You may request a copy of your medical records at any time, with applicable fees outlined in Appendix A.
- Implied consent is granted for the sharing of pertinent medical information when requesting specialist referrals.
- Medical information will not be shared with third parties without your explicit written consent.
- Records are retained for 16 years from the date of last entry or from the age of majority whichever is later.

### **Communication**

- Communication with the clinic may occur via phone, email, or secure messages. By consenting, you acknowledge the potential risks and limitations of electronic communication.
- Limited services are available via Email communication. Emails sent to the clinic may not be responded to.

### **Uninsured Services**

- Some services are not covered by the provincial Medical Services Plan (MSP). Service fees will be disclosed before service delivery (refer to Appendix A).
- Common uninsured services include complete physicals for asymptomatic individuals, sick notes, chart transfers, cosmetic procedures, and others.
- Payment for uninsured services is expected upon arrival at the next appointment
- Repeated failure to pay may result in dismissal from the practice.

### **Recording**

- For security purposes, a security camera is installed in the waiting area only.
- Recording encounters without prior consent is discouraged and may lead to immediate dismissal from the practice.

### **Opioids, Sedatives, and Controlled Substances**

- Your doctor adheres to CPSBC policies regarding the prescription of opioids and sedative medications, with safety as a primary concern.
- Long-term prescribing of opioids requires a formal Opioid Treatment Agreement, which may include measures such as random urine drug screening and restriction to a single prescribing physician and pharmacy.
- Breach of the Opioid Treatment Agreement will result in termination of opioid prescribing and possible termination of the therapeutic relationship.

### **Locum Physicians**

- A locum physician is a fully qualified doctor who temporarily fills in for your family physician when they're away or unavailable. Our clinic works with locums to ensure you continue receiving safe, high-quality care without interruption. There are times when you may be seen by a locum rather than your regular attending physician.
- A locum physician is not your Most Responsible Physician (MRP)/attending family physician.

### **Medical Students and Residents**

- Our clinic is a teaching facility affiliated with the UBC Faculty of Medicine, where we provide educational opportunities for medical students and resident physicians. By agreeing to be a patient at our clinic, you understand that you may be seen by resident physicians who are supervised by experienced attending physicians. These residents are in the advanced stages of their medical training.
- Patient care provided by resident physicians is done with the intent to support their education, and they have access to your medical records for this purpose, ensuring continuity and quality of care.

**Language**

- Your doctor may only be proficient medicolegally in English only. Please arrange for your interpreter if needed.
- The clinic does not provide translation services. Patients are responsible for arranging their own interpreters or translators. Interpreters and translators must be at least 18 years of age
- The clinic reserves the right to cancel or reschedule any appointments if the patient is unable to effectively communicate with the doctor due to language which may result in a late cancellation fee.

**Consent for Email and Voicemail Communication**

*By signing below, I consent to Westwood Medical Clinic contacting me via email and/or voicemail using the information I provided. I understand this may include appointment reminders, test results, or other medical information. I acknowledge the risks of unauthorized access with these methods and that I can revoke this consent at any time in writing.*

**Consent for Allied Health Access to Medical Records**

*By signing below, I authorize Westwood Medical clinic to share my personal health information including my electronic medical records with authorized allied health professionals who are a part of my care team. This may include clinical pharmacists, registered nurses, locum physicians or other regulated health professionals under the supervision of my family physician.*

*By signing below, you acknowledge reviewing and understanding the above policies and agreement to adhere to them.*

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Print name

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Date Signed (dd/mm/yyyy)

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Signature

Appendix A: BC Family Doctors Fees Guide for services not covered by MSP (2025). College of Physicians and Surgeons of British Columbia Practice Standard: Ending the Patient-registrant Relationship.