Patient – Family Physician 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).

Patient Commitment

- Choose your doctor as your primary physician.
- Identify your primary care physician when visiting any healthcare provider or the emergency room.
- Refrain from having another physician or utilizing walk-in clinics as your regular source of care (violation may result in dismissal from the practice).
- 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.
- 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 or blocked 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 and be readily available at the time of the appointment.
- 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.

Termination of Therapeutic Relationship

- The patient-doctor relationship may end due to various reasons
- CPSBC lists examples of situations where ending the patient-registrant relationship are warranted:
    - Patient exhibits threatening or abusive behaviour towards the registrant or their medical office staff, including behaviour or comments of a sexualized or racist nature; as employers, registrants have a legal obligation to make reasonable efforts to ensure that their employees are afforded a harassment-free workplace.
    - Patient poses a risk of harm to the registrant or their medical office staff.
    - Patient makes an unambiguous declaration of non-confidence in the registrant; where a patient's behaviour makes it clear that the practice is not being utilized as a primary care home by (for example) repeatedly attending at other clinics unnecessarily.
    - Patient has repeatedly failed to pay for services after multiple discussions.
    - Patient moves to another community, making required in-person assessments impracticable.
- Your doctor will provide a 90-day advance notice in compliance with CPSBC requirements. After termination, emergency care may be provided for up to 30 days, unless dismissal is due to safety concerns.
- Patients have the right to transfer care at any time, with applicable fees outlined in Appendix A.

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

_____ _____

Print name Date Signed (DD/MMM/YYYY)

_____

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.

New Patient - Westwood Medical Clinic

Please note: Our clinic is primarily English speaking. Submission of an application does not guarantee acceptance. Due to the high volume of inquiries, only accepted applicants will be contacted via email or phone. Please complete this form to the best of your abilities and comfort level.

Legal First Name	**Preferred Name** *(if applicable)*	**Legal Last Name**
Date of Birth *(YYYY-MMM-DD)*	**Care Card Number** *(PHN)*	**Gender**
Address *(Street, City, Postal Code)*		
Phone Number (Primary)	**Phone Number (Other)**	**Email**
Languages spoken fluently*		
**If you are unable to speak English fluently, provide an 18+ adult contact who can speak on your behalf:*		
Name	Relationship	Phone Number
Occupation		

Emergency Contact *(if none, please put N/A)*		
Name	Relationship	Phone Number
Preferred Pharmacy *(if none, please put N/A)*		
Name	Address	Phone Number
Previous Family Doctor *(if none, please put N/A)*		
Doctor's Name	Clinic Name	Address

Please complete and submit this form Westwood Medical at info@westwoodmedicalgroup.com with the subject line "New Patient - Last Name, First Name".

New Patient - Westwood Medical Clinic

Please list all family members registered or planning to register at Westwood Medical Clinic (EACH NEW PATIENT MUST COMPLETE A SEPARATE FORM)		
Full Legal Name	PHN	Relationship

Family History (Biological Family) *Indicate age of onset if known, otherwise mark the corresponding box*					
	Father	**Mother**	**Siblings**	**Children**	**Other**
Diabetes	☐	☐	☐	☐	☐
High Cholesterol	☐	☐	☐	☐	☐
Hypertension (High Blood Pressure)	☐	☐	☐	☐	☐
Cardiovascular Disease (Heart attack, stent, stroke)	☐	☐	☐	☐	☐
Breast Cancer	☐	☐	☐	☐	☐
Ovarian Cancer	☐	☐	☐	☐	☐
Colorectal Cancer	☐	☐	☐	☐	☐
Other Cancer	☐	☐	☐	☐	☐
Autoimmune Disease	☐	☐	☐	☐	☐
Other *(if none applicable, please write "none" or "N/A")*					

Substance Use			
Smoking/Tobacco	☐ **No**	☐ **Yes, but quit**	☐ **Yes, still actively smoking**
Alcohol	☐ **No**	☐ **Yes, _____ # of drinks/week**	
Cannabis	☐ **No**	☐ **Yes, _____ mg per week**	
Other			

Please complete and submit this form Westwood Medical at info@westwoodmedicalgroup.com with the subject line "New Patient - Last Name, First Name".

New Patient - Westwood Medical Clinic

Past Medical History *(If none application, please write "none" or "N/A")*		
Medical Condition	**Year of Diagnosis**	**If applicable, specialist seen for condition**
Past Surgical History *(If none application, please write "none" or "N/A")*		
Surgery	**Year**	**Location and Surgeon**

Allergies *(If none applicable, please write "none" or "N/A")*	
Allergy	**Reaction** *(e.g. rash)*
Medication and Supplements *Include all prescribed and over-the-counter meds, supplements, etc. Please include name, dosage (e.g. 50 mg), frequency (e.g. once a day)*	

Routine Screening *(If none applicable, please write "none" or "N/A")*			
Screening Test	**Month/Year**	**Location**	**Results**
Blood Test			
Pap Test			
Mammogram			

Please complete and submit this form Westwood Medical at info@westwoodmedicalgroup.com with the subject line "New Patient - Last Name, First Name".

New Patient - Westwood Medical Clinic

FIT/Stool test			
Colonoscopy			
Imaging/Ultrasound			
Other screening:			

Vaccine History *If you did not receive your childhood vaccines in Canada, you are encouraged to contact Public Health for a free immunization review by emailing immsreview@vch.ca*	
Have you received the following vaccines?	**Date Last Received**
Flu (e.g. fluzone)	
Tetanus (e.g. Tdap, Td)	
HPV	
Hepatitis A	
Hepatitis B	
Shingles (e.g. Shingrix)	
Pneumonia (e.g. Prevnar)	
Other:	

Obstetrical History *(if applicable, for biological females)*			
Number of children		**Age you began menopause**	

How Did You Hear About Us?

- ☐ Westwood Staff _____
- ☐ Friend/Family Registered at Westwood Medical _____
- ☐ Google / Web Browser
- ☐ Instagram / Facebook
- ☐ BC Health Ministry - Provincial Attachment System (PAS)
- ☐ Other: _____

Please complete and submit this form Westwood Medical at info@westwoodmedicalgroup.com with the subject line "New Patient - Last Name, First Name".

New Patient - Westwood Medical Clinic

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.

Signature: _____

Printed Name: _____ Date Signed: _____

Please complete and submit this form Westwood Medical at info@westwoodmedicalgroup.com with the subject line "New Patient - Last Name, First Name".

Westwood Medical Clinic
135-8120 Cook Rd. Richmond, BC V6Y 1T9
Phone: 604-330-2095 | **Fax:** 604-687-0769
info@westwoodmedicalgroup.com

Patient Informed Consent for the Use of AI Scribing

Westwood Medical Clinic would like to inform you that we use AI Scribing, an Artificial Intelligence (AI) medical scribe tool, to document patient consultations. Using AI Scribing helps your healthcare provider document the details of your visit with accuracy and efficiency. The goal of using this tool is to allow your provider to focus more on your conversations and less on manual documentation, enhancing the quality of your care.

Westwood Medical Clinic wants to assure you that your consent is crucial. Your privacy is important to us, and your information will be handled with care. Should you wish to opt out, your care will not be impacted.

Information about AI Scribing

AI Scribing is an AI-assisted medical scribe technology solution. It listens to the conversation between you and your provider and helps generate clinical notes for your medical record.

- Data collected may include details about your symptoms, medical history, and treatment plan.
- It may support your provider but does not make decisions about your care. The tool will not replace your provider's judgment, and all decisions regarding your care will be made solely by your provider.
- Your data may be temporarily processed by third-party vendors that support the service. The vendors must follow BC's Personal Information Protection Act (PIPA).
- Your data undergoes a de-identification process to remove your personal identifiers and is handled securely with encryption.
- Your provider will review the notes generated before entering them into your record.
- Your data will not be used to train the AI, and your information will not be used for advertising, sold or shared beyond what is necessary for your medical care.
- Your data will remain part of our clinic's electronic medical record (EMR) and is protected by the regulations set out by PIPA as well as our clinic policies.
- It does not store your data long-term, and all short-term retention must comply with PIPA.

By signing this consent form, you acknowledge that:

- You have read and understood this form.
- You consent to the use of an AI medical scribe during your visits.
- You understand how your personal information will be used, stored and protected.
- You understand that you can withdraw your consent at any time without impacting the quality of your care. You can withdraw consent by notifying a staff member.

Name: _____ Date: _____

Signature: _____

New Patient - Westwood Medical Clinic

Please complete the authorization section below if applicable; you may leave it blank if there are no authorized family members or caregivers.

Patient Authorization to Disclose Medical Information to Family Members/Caregivers

Patient Name: _____ **Date of Birth:** _____

Personal Health Number: _____ **Phone Number:** _____

I authorize the following person(s) to discuss my medical information with my healthcare provider and clinic staff.

Authorized Individual(s)

Name: _____ ☐ Power of Attorney

Relationship to Patient: _____ Phone Number: _____

Name: _____

Relationship to Patient: _____ Phone Number: _____

Authorization and Acknowledgement

By signing this form, I authorize Westwood Medical Clinic to discuss my medical information (including my condition, treatment, medications, and appointments) with the individual(s) listed above.

I understand that:

- Clinic staff may speak with the authorized individual(s) about my care when I am not present
- This authorization does not allow the individual(s) to make medical decisions for me unless legal documentation (e.g., Power of Attorney) is provided.
- I may revoke this authorization at any time by providing written notice to the clinic.

Patient Signature: _____ **Date:** _____

Please complete and submit this form Westwood Medical at info@westwoodmedicalgroup.com with the subject line "New Patient - Last Name, First Name".