

IMPORTANT INFORMATION FOR PATIENTS - THE SERVICES OF THE WEST DURHAM FAMILY HEALTH TEAM

Appointments with our Physicians, Nurse Practitioners, Nurses, Social Workers, Dietitian and Pharmacist are in high demand. Read below for important information about accessing the services of the various team members.

CANCELLATION/NO SHOW POLICY:

We request that you notify the office at least 24 hours in advance (one business day), with the exception of an emergency, if you need to cancel and/or re-book an appointment. If you are unable to keep a booked appointment, your early cancellation will provide another person the opportunity to access timely medical care.

- A **\$50 fee** will be charged for a **15 minute** appointment if you are a “NO SHOW” or MISS your appointment AND if you do not cancel your appointment at least 24 hours in advance.
- A **\$100 fee** will be charged if you are a “NO SHOW” or MISS your **30-60 minute** appointment AND if you do not cancel your appointment at least 24 hours in advance.
- The NO SHOW/CANCELLATION FEE must be paid before booking another appointment.
- Appointments are scheduled for a specific amount of time. Please be aware that if you are late, you will only have the remainder of your appointment time or you may lose your appointment altogether.

Missed appointments without at least 24 hours’ notice are counted as a session with the Social Worker and Dietitian. If two sessions are cancelled or missed without 24 hours’ notice, patients will be removed from our booked counselling services to make room for others who are in need. Patients may instead attend the Friday morning 30 minute drop-in counselling clinic.

SOCIAL WORK SERVICES

- All Social Workers within the West Durham Family Health Team are specially trained to offer you supportive and therapeutic counselling for stress and mental health issues. Also, we can help link you with other services in the community.
- Priority will be given to patients who do not have third party coverage (eg. Benefits plan, other insurance).
- **A maximum of 6 one-on-one therapy sessions** may be offered. Sessions vary from 30-45 minutes.
- You may also attend any of the appropriate group therapies, programs and workshops provided by our team, in addition to your individual services.
- **Patients can also attend the Friday morning 30 minute drop-in counselling sessions.**

DIETITIAN SERVICES

- The Registered Dietitian within the West Durham Family Health Team provides services to ensure patients receive appropriate nutrition and lifestyle counselling to manage their chronic disease. The Dietitian also supports nutritional health through health promotion, disease prevention, treatment and support.
- Priority will be given to patients who do not have third party coverage (eg. Benefits plan, insurance, etc.).
- **A maximum of 6 one-on-one therapy sessions** may be offered. Sessions vary from 45-60 minutes.
- You may also attend any of the appropriate group therapies, programs and workshops provided by our team, in addition to your individual services. Also, the Dietitian can help link you with other services and supports in the community.

FOOT CARE SERVICES

- Foot care services are available for patients who have foot care issues directly related to a chronic condition such as Diabetes, Arthritis, visual impairment, etc.
- Priority is given to patients who do not have third party coverage (eg. Benefits plan, insurance, etc.) .

If you have any questions, we encourage you to discuss this information with your health care provider.