

## General Information

Dear Parents,

Welcome to The Children's Care Clinic, a pediatric group practice serving the West Island community. Our office is staffed by certified pediatricians affiliated with the Montreal Children's Hospital and our goal is to provide comprehensive health care for your children. To best serve the needs of our patients, we have developed certain guidelines that we hope will help improve the quality of care and decrease the waiting time to be seen. If you have any comments or suggestions on how we can improve our services, please do not hesitate to speak with your doctor or to our office manager.

Thank you for entrusting us with the care of your children,

Dr. H. Eisman Dr. J. Erdstein Dr. N. Graves Dr. R. Kugelmass  
Dr. D. Loyer Dr. N. Ouellette Dr. M. Shiller Dr. D. Waxman

### ACCESS TO YOUR PHYSICIAN

Each patient/parent should choose one of the pediatricians as their primary care doctor. In order to ensure continuity of care, every effort should be made to see the same physician.

### APPOINTMENTS

This should be the primary way that you meet with your doctor. Annual check-ups should be performed around the time of the child's birthday and scheduled at least one month in advance. At this time camp or daycare forms can be filled out. Please arrive at the office about 10 minutes prior to your appointment, so that your child may be weighed and measured and his chart processed.

Appointments are available within the following hours:

Monday - Friday 09:00 - 17:00

Your pediatrician's schedule is available at the front desk. A limited number of evening appointments are also available. Routine examinations are not conducted during weekend hours.

### SAME DAY VISITS

The clinic reserves approximately 100 appointments each day for children who become ill and require medical attention on short notice. We book these appointments in a consecutive manner. The Emergency Clinic may close early depending on patient volumes.

Same day visits are available:

	Sept. 1 to Jun. 30	Jul. 1 to Aug. 31
Monday – Thursday	08:30 - 20:00	08:30 - 19:00
Friday	08:30 - 17:00	08:30 - 17:00
Saturday	09:00 - 16:00	09:00 - 14:30
Sunday	09:00 - 13:00	09:00 - 13:00
Holidays	09:00 - 16:00	09:00 - 16:00

### OFFICE CLOSURE

Please note that the office is closed: Monday – Saturday 12:00 - 13:00  
Christmas Day December 25  
New Year's Day January 1st

#### NO SHOW POLICY

There is a charge for the following missed appointments:

- All checkups or appointments that are not cancelled at least 24 hours before the visit.
- All emergency (or same day) appointments not cancelled at least 3 hours before the appointment.

The charges will be \$30.00 per missed appointment. No further appointments will be given in our clinic to that patient or their siblings, until this amount is paid in full.

#### TELEPHONE CALLS

Calls concerning same day appointments should be made as early in the morning as possible. Please call for routine appointments and lab results in the afternoon.

#### PRESCRIPTION RENEWALS

To renew a prescription, it is important that you contact your child's pediatrician before his or her prescription has run out. Prescriptions will be left at the reception desk for pick-up at your convenience during our clinic hours mentioned here above or faxed to the pharmacy of your choice.

#### SUPPLEMENTAL CHARGES

Medicare does not pay for certain services provided for which there may be a nominal charge. A complete list of current charges is available at our office. There is no charge for short letters required by schools and daycare, but there is a small charge for camp forms.

N.B. The patient who believes that the sums claimed are considered insured services under the Health Insurance Act may, in writing within one year of the date of payment of the amount, request reimbursement from the Régie de l'assurance maladie du Québec which will reimburse the amount if it considers that the billing was not allowable, and will recover the amount from the professional or third party in question.

#### LABORATORY TESTS

At times your doctor may require laboratory tests (throat cultures, urine analysis, etc) for proper diagnosis. There is an independent laboratory in the building. Charges for this lab are covered by most private insurance policies. If you do not have insurance, these tests can be done at a nearby hospital or CLSC. Routine x-rays (free-of-charge) are available nearby as well. Specialized tests may be arranged through the Montreal Children's Hospital or Ste. Justine's Hospital.

#### PARAMEDICAL SERVICES

We have access to speech therapy, occupational and physiotherapy, audiology services amongst other paramedical professionals. As well, family counseling, psychological testing and evaluation, and a dietician are available on site. If you or your child is in need of such services, please speak to your doctor.

#### PEDIATRIC SPECIALISTS

Pediatric sub-specialties in the domains of Orthopedics, Neurology, Urology Ear, Nose & Throat, and Adolescent Medicine and Gynecology are available at the office. Your doctor will gladly refer your child to one of these specialists, if necessary.

#### INFORMATION HANDOUTS

We have compiled numerous handouts on such topics as the treatment and diagnosis of Fever, Diarrhea and Vomiting, Chickenpox, Minor Head Trauma, Lice, Scabies. Your physician will gladly provide you with copies of any of these handouts that interest you. The handouts are also available on our website.