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MID-MAIN MEDICAL POLICIES

At Mid-Main Community Health Centre you can expect confidential, fair and respectful treatment and our goal is to deliver timely service to all of our clients. On occasion, we do have longer wait times to meet the needs of our patients. We appreciate your understanding and patience during these times.

1. We strive to provide a safe, inviting and supportive atmosphere for clients, their families, friends and staff. In order to ensure the health, safety and security of everyone, we have implemented a zero abuse tolerance policy and we ask all to:
 - Treat people with respect and dignity
 - Maintain a drug and alcohol free environment
 - Keep the clinic clean
 - Respect the property of the clinic and other clients

Threatening speech or physically aggressive behaviour is not tolerated. Anyone behaving in this manner may be asked to leave, may be removed from the clinic, or may be subject to other actions, including a meeting with your physician and administrative staff, termination of care and criminal charges.

2. A minimum of 24 hours' notice of your intention to change or cancel your appointment is required. Failure to do so, may result in some restrictions to your booking privileges.
3. Patients arriving late for their appointment, may be asked to reschedule. This will be at the discretion of their clinician.

4. Prescription refills are not provided by fax or phone. Our prescription refill policy requires patients to book an appointment with their doctor 2 weeks prior to when their medication runs out.
5. Lab results are not provided over the phone, however we will contact you if there is a result to be discussed.
6. We are a scent free office. Please refrain from wearing any scented products to our office.
7. All scooters must be parked outside of the building. Motorized wheelchairs are permitted; however, we ask that you receive assistance into the reception area of the clinic.
8. No animals are allowed in the building except for service animals.