



Practice Information

We respectfully acknowledge that our clinic is situated on the traditional, unceded territory of the Ktunaxa, Syilx and Sinixt Peoples

Office Hours

Monday to Friday: 8:30 AM – 4:00 PM (Closed 12:00 PM – 1:00 PM for Lunch)

Phone Hours: 9:00 AM – 12:00 PM & 1:00 PM – 4:00 PM

Closed: Weekends & All Statutory Holidays

Website: www.ancronmedical.com

Online Booking: <https://823.myaccesion.com/booking>

Appointments

To ensure we can book adequate time for your appointment, we may ask you at the time of booking what concern/reason you are seeking to address. This helps your doctor better address your health needs.

Make sure to let us know in advance if you have any paperwork that needs completing, as this may require more time. Some forms are not covered by MSP and will require payment.

We do our best to reserve appointments to accommodate concerns that should be seen urgently. When appropriate, call us first before going to the Emergency room. Urgent visit requests will be evaluated and may be given a same-day or same-week visit.

Average office visits are 10-15 minutes long. Due to this time limit, **we might not be able to address all your concerns in one visit.** We will manage the most urgent ones first and then schedule a follow-up appointment to address the remaining issues.

We try our best to limit waiting room times as much as possible, but because medical practices are unpredictable, there is a chance that you may have to wait to see the doctor.

Appointments can be made in person, by phone or through our online booking system.

We send out email and text reminders the day before any scheduled appointments if you provide us with your email address and/or cell phone number

If you need to cancel or reschedule your appointment, we ask that you give us 24 hours' notice so we have time to schedule another patient needing to see the doctor. A \$45 no-show fee may apply for all missed appointments.

If you are more than 10 minutes late for your appointment, you are likely to be rescheduled as we try to stay on time and avoid unnecessary delays for patients.

Parking is increasingly difficult to find in Nelson, and we urge all patients to plan for additional time for parking.

Administrative burdens on physicians are high. At the end of each visit, Physicians need to complete records, write referrals to specialists, and complete/ send laboratory and imaging requisitions. Physicians also review charts, update your medical records, coordinate with other healthcare professionals, do medication reconciliations, review and act on results and reports. This behind-the-scenes work takes time and is an essential part of providing safe, thorough, and ongoing care.

Results:

If your results are abnormal, we will make every effort to get a hold of you to follow up with your results. Any results that require a follow-up appointment must first be reviewed with your doctor before we can provide you with a copy. We do not call for normal results. We urge all patients to follow up on all tests (after an appropriate number of days) if they have concerns. Please ensure all your contact details are updated, including your residential and postal addresses. Please call us back at 250 352 9144 if we have left a message for you or sent a text message.

Prescriptions:

Our doctors do require appointments for all prescription refills. Be sure to make an appointment at least 3-4 weeks before you run out.

We do not often give repeat scripts for an extended period of time, like 12 months. It is important that we review you periodically to look for any side effects, or a need for change of dosage, etc. Patients with chronic illnesses like hypertension, diabetes, asthma, and thyroid problems should be seen every 3 to 4 months for review.

This office follows evidence-based guidelines for all prescriptions, including antibiotics, narcotics and medications for stress-related conditions. Therefore, we reserve the right to refuse prescriptions if not deemed medically indicated.

Physicals:

A routine yearly "checkup" physical is not covered by MSP. If you still feel that you would like a physical, you can still pay for it privately.

Controlled Medication:

If you are on high doses of opiates, benzodiazepines, or hypnotics it is expected that you are open to conversations regarding safe practices and willing to work together to lower these medications to a safer dose, according to medical college guidelines and best standard of practice. We do not abruptly discontinue long-term medication without a plan that is safe for the patient.

Chaperone:

Our physicians are routinely required to have a chaperone when performing sensitive procedures and examinations. As required by the CPSBC, they may also be present at other patient interactions, as deemed necessary by the provider and the circumstances.

Cell Phones:

We respectfully ask our patients to mute their cellphones and take any cellphone conversations outside. We also ask that patients not talk on their cellphones in the examination rooms.

Teaching:

We are a UBC teaching facility. There will often be medical students and residents present. We are grateful to our patients for sharing their stories today with the health care professionals of tomorrow.

Hospital Care:

All of the doctors at Ancron have hospital privileges at Kootenay Lake Hospital. If you have a Family Doctor at Ancron and are admitted to hospital you will be looked after during your hospital stay by your doctor or one of the Ancron Doctors.

Obstetric Care:

We do not provide obstetric care. If you are pregnant, we will refer you to the person of your choice for your pregnancy and delivery. After delivery we will gladly look after you and your baby again.

Referral to a Specialist

Before any referral is arranged, you must see the doctor for pre-consultation information gathering and investigations to facilitate a faster and more effective consultation.

Locums

We do our best to choose quality locums when we are out of the office. These physicians will have full access to your medical records to assist you.

Zero Tolerance Policy

Ancron Medical has a **ZERO TOLERANCE** policy towards abusive or violent behaviour, and anyone displaying such behaviour will be immediately denied service, asked to leave the clinic and depending on the circumstances, could be banned.

Appendix A: Form Policy

Our clinic receives numerous forms daily from various entities such as employers, insurers, government agencies, schools, and legal representatives. Processing these forms requires significant additional time beyond our daily patient visits and phone calls. Therefore, completion of forms may occur after regular clinic hours. We strive to complete all paperwork promptly and appreciate your patience.

Please note that most forms, letters, or notes are not covered by public healthcare. **Payment is required prior to the submission of these forms**. Our fee policy aligns with guidelines from Doctors of BC and BC Family Doctors regarding charges for non-insured services.

By submitting a form for our completion, **you agree to our fee policy** and authorize us to disclose relevant information to the requested party.

Please allow up to 30 days for form completion from the time of acceptance. The doctor must gather and review all necessary information, which may involve scheduling an examination, ordering tests, awaiting reports, or seeking a specialist's opinion, potentially causing delays beyond 30 days.

Ensure all sections of your form are completed before submission, including demographics, required information, and signatures. Incomplete forms will not be accepted.

You have the right to withdraw consent for the disclosure of the form to the requesting agency at any time. However, if the form has already been completed at the time of withdrawal, the associated fee remains due.

The doctor will provide the requested opinions or information on the form. However, the use of this information is determined by the requesting party (e.g., filling out an insurance certificate does not guarantee insurance benefits; decisions rest with the insurance company).

Our doctors are obligated to provide thorough opinions supported by documented facts and evidence, ensuring all relevant information is included. Any attempt to falsify, coerce, or manipulate information may result in dismissal from the practice.

If deemed necessary, the doctor may request that a more appropriate provider (e.g., physiotherapist, neurologist) complete the form. In such cases, no fee will be charged by the original doctor.

We will notify you promptly once the form is complete.

Appendix B: Consent to use virtual care tools

The Physician has offered to provide the following means of virtual care (“the Services”):

I understand that if I do not consent to any of the options below, I will **always** be required to attend my appointments in person.

Should my numbers or Email address change, I will inform Ancron Medical Centre within 30 days

I consent to the use of Email, Text messaging, Telephone and Video consultations after reading the risks set out below:

Risks of using virtual care tools

The Physician will use reasonable means to protect the security and confidentiality of information sent and received using the Services (“Services” is defined in the attached Consent to use virtual care tools). However, because of the risks outlined below, the Physician cannot guarantee the security and confidentiality of all virtual care tools:

- Use of virtual care tools to discuss sensitive information can increase the risk of such information being intercepted by third parties.
 - Despite reasonable efforts to protect the privacy and security of information communicated through virtual care platforms, it is not possible to completely secure the information.
 - Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system.
 - Virtual care tools can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
 - Communications through virtual care tools can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the Physician or the patient.
 - Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
 - Communications through virtual care tools may be disclosed by a duty to report or a court order.
 - Some videoconferencing platforms may be more open to interception than other forms of videoconferencing. If the email or text is used as a virtual care tool, the following are additional risks: • Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
 - Email, text messages, and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender or to ensure that only the recipient can read the message once it has been sent.
- Conditions of using the Services
- While the Physician will attempt to review and respond in a timely fashion to electronic communications such as emails, text messages, and instant messages, the Physician cannot guarantee that all electronic communications will be reviewed and responded to within any specific period. The Services will not be used for medical emergencies or other
 - If your electronic communication requires or invites a response from the Physician and you have not received a response within a reasonable period, it is your responsibility to follow up to determine whether the intended recipient received the electronic communication and when the recipient will respond.
 - Virtual care is not an appropriate substitute for in-person or over-the-telephone communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed. You are responsible for following up on the Physician's electronic communication and for scheduling appointments where warranted.
 - Electronic communications or recordings of virtual encounters concerning diagnosis or treatment may be printed or transcribed in full and made part of your medical record. Other individuals authorized to access the medical record, such as staff and billing personnel, may have access to those communications and recordings.
 - The Physician may forward electronic communications or recordings to staff and those involved in the delivery and administration of your care. The Physician might use one or more of the Services to communicate with those involved in your care. The Physician will not forward electronic communications or recordings to third parties, including family members, without your prior written consent, except as authorized or required by law.
 - You and the Physician will not use the Services to communicate sensitive medical information about matters specified on the consent page.
 - You agree to inform the Physician of any types of information you do not want sent via the Services, in addition to those set out above. You can add to or modify the above list at any time by notifying the Physician in writing. Some Services might not be used for therapeutic purposes or to communicate clinical information. Where applicable, the use of these Services will be limited to education, information, and administrative purposes. • The Physician is not responsible for information loss due to technical failures associated with your software or internet service provider.

Appendix C: AI Scribe Consent Form

We want to let you know about a tool we are testing out called an AI Scribe. It helps us take notes during your visit and improve your care. We want you to understand how it works and to request your permission to use it.

What is an AI Scribe?

An AI Scribe is like a helpful assistant that listens and writes down what we talk about during your appointments with your healthcare provider. It makes sure we have accurate records of your health.

How Does It Help You?

- 1. Better Care:** With the AI Scribe, your healthcare provider can focus more on you and your health. They don't have to spend as much time writing notes.
- 2. Fewer Mistakes:** The AI Scribe helps prevent errors in your medical records, so your health information stays correct.
- 3. Easier Communication:** Your provider can give you more attention, making it easier for you to talk about your health concerns.

Your Privacy Matters: We care about your privacy. Here's how we protect your information:

- Any AI Scribe tool we use is fully compliant with Canadian privacy law (PIPEDA).

What else should you know?

- All transcription and notes are reviewed by the physician for accuracy.
- The AI Scribe uses de-identified information to continue to improve its note-taking capabilities.
- If the tool is used during your visit, you might be asked to complete a brief survey about your experience of having AI Scribe used during your visit. Completing the survey is not mandatory, but we would greatly appreciate your perspective.

Your Choice

You can choose whether to use the AI Scribe during your appointments. It's entirely up to you. Please mark your choice on the Consent form.

Appendix D: How to book appointments:

Book an appointment at Ancron

www.823.myaccession.com/booking

You must have a family doctor at Ancron to be able to book online.

You will need to provide:

- your Name
- Date of Birth
- BC Care Card Number.

IH Lab:

Lab Book your lab appointment online at <https://www.labonlinebooking.ca/login> or by phone at **1-844-870-4756**

Please print out your requisition and take the paper copy with you to your appointment.

The lab will require a PAPER copy of the requisition form. If you are unable to print the form, please contact our office to arrange to collect a paper copy.

Mammogram:

Please call 1 800 663 9203 or use the link if you have a reference code from the Screening program.

<https://breastbooking.bccancer.bc.ca/booking/start.html>

How to access MyHealthPortal

Login or Create an Account at: <https://myhealthportal.interiorhealth.ca/>

For assistance you can contact the Digital Health Support team at 1-844-870-4756 (Hours are: Monday to Friday from 7am to 7pm PST, and Saturday and Sunday from 8am to 4pm PST, excluding Statutory holidays).

Please have your care card or BC Services card handy.

You can also email them with your support question at DHSupportDesk@interiorhealth.ca. Make sure you provide detailed information including your name and phone number.

Appendix E: Prescription refills

Please ensure you book early for prescription refills. Most physicians in this office are booking 3-4 weeks in advance.

Refills for certain medications will only be completed with an IN-PERSON/IN-OFFICE appointment

Appendix F: Appointments

No show for appointments: you may be charged for missing your appointment. Please ensure all your phone numbers and emails are updated when they are changed.

We do send email and SMS reminders to confirm dates and times.

If you are running late, please call us and we will try to accommodate this.

Parking is increasingly difficult to find in Nelson, and we urge all patients to plan for additional time for parking.

If you are more than 10 minutes late for your appointment, you are likely to be rescheduled.