

## Our Policies

### Test Results

We cannot give or discuss test results over the telephone, at any time, to ensure the confidentiality of your medical information. In certain cases, it may be necessary for the doctor to reassess you for a complete understanding of your condition. We will take this opportunity to answer your questions and explain the significance of the results.

### Narcotics or Addictive Medications

Our physicians cannot prescribe narcotics or addictive medications to patients that are not their own, including patients of other physicians within our medical group, or for whom they will not be personally following up.

### Prescription Renewals

We cannot renew any prescriptions by phone or fax. At the time of your visit, it is your and your doctor's responsibility to determine the quantities of medication prescribed and appropriate follow-up intervals based on your condition and personal circumstances.



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## Appletree Code of Conduct

Patient & Visitor Guidelines for a Positive Healthcare Experience

# Appletree Code of Conduct

## Working Together for a Safe and Positive Healthcare Experience

Appletree Medical Group is committed to providing high-quality, patient-centred care in a safe and welcoming environment.

We believe that patients, staff and physicians each have an important role to play in creating the best possible healthcare experience.

To make the most out of your visit, we encourage you to keep the following guidelines in mind:



Everyone in our Appletree community should be treated with respect, courtesy and compassion.



Appletree physicians, staff and patients are expected to maintain confidentiality and discretion.



Posted wait times are estimates and may be longer or shorter than stated.



Staff and physicians may occasionally need to prioritize high-needs patients, which could result in delayed or cancelled appointments.



If your test results do not appear in your Appletree Patient Portal within one week, please call us directly to check on the status of your results.



If you require emergency medical care, please call 9-1-1 or visit your nearest hospital emergency department. Appletree does not provide emergency medical care.



If you have multiple health concerns, your Appletree physician may ask you to book another appointment to discuss less urgent health matters.



Appletree physicians will work with you to determine the best treatment plan for your needs. They will not provide any medical services that they may deem unnecessary and inappropriate.



Patients or physicians may choose to end the patient-physician relationship for any reason.



Any children in your care must be supervised at all times.



If your contact information is out of date, please let us know so we can update our records.

**Additional information, patient resources and frequently asked questions can be accessed on our website at [AppletreeMedicalGroup.com/Patient-Resources](https://www.AppletreeMedicalGroup.com/Patient-Resources).**

## Protecting Our Patients, Staff and Physicians

Appletree Medical Group has a zero-tolerance policy for behaviour that may be disruptive or pose a threat to the rights or safety of patients, staff or physicians.

If you witness any inappropriate behaviour, please report it to a member of our staff.

The following behaviours may result in an individual being asked to leave an Appletree facility or prohibited from accessing Appletree services in the future:

- Possession or display of any type of weapon
- Throwing objects or damaging or destroying property
- Assaulting or intimidating an individual, or threatening to do so
- Behaviour that may be deemed threatening to patients or staff
- Fraud of any kind, including in relation to insurance, prescriptions, tests and referrals

**If you have comments or suggestions related to your Appletree visit, the safety of our community or any other aspect of your Appletree experience, please fill out our online form at [AppletreeMedicalGroup.com/Contact](https://www.AppletreeMedicalGroup.com/Contact).**