Gloucester
Family Health Centre
2 Lorry Greenberg Drive, Unit 4, Ottawa, Ontario K1G 5H6
Phone: 613-736-6646 | Fax: 613-736-6712 | Email: admin@gloucesterfhc.com | Website: www.gloucesterfhc.com

IMPORTANT CLINIC POLICIES & INFORMATION FOR PATIENTS

ENROLLMENT

- The clinic provides pre-booked appointments only, which are offered to patients who are enrolled in the clinic.
- Enrollment of dependents of enrolled patients is not guaranteed and varies on a case-by-case basis.
- The clinic maintains a waiting list for patient enrollment and doesn't provide walk-in appointments. Please visit our website for updates on the enrollment waitlist.

APPOINTMENTS

- Appointments can be booked, cancelled or rescheduled using our online booking platform powered by Cortico Health. Patients can also use the portal to review appointments and complete outstanding tasks. Please visit our website for more information.
- Healthcare Providers provide both Telephone and In-person Appointments. These are provided based on the appointment reason and the clinician's preference. Please check your text and email notifications for the type of appointment. If you are unsure, please email or call us.
- Please be respectful of the healthcare provider's appointment availability, wait time and response time. We are trying our best to assist you and appreciate your patience and understanding as we cater to a wide community.
- For telephone appointments, you will receive the call from a private/blocked number and expect a margin of 10-15 minutes before or after the appointment.
- For in-person appointments, please arrive at the clinic 10-15 minutes before the appointment time so we can get you ready for your appointment.
- If you arrive 5 minutes after the appointment time, the healthcare provider might be unable to fit you in, and the appointment will have to be cancelled/rescheduled so that other appointments are not affected. There is a charge of $72.45 for a missed appointment/no-show and $31.05 for same-day cancellations (less than 24 hours). These are not covered under OHIP and must be paid in cash/card/e-transfer to the clinic.
- For prescription renewals, please have your pharmacy fax us a prescription refill authorization request at 613-736-6712. Please allow at least 2 weeks for your prescription renewal to be completed.
- For medical forms, letters or paperwork, please allow at least 2-3 weeks for completion and may be charged if not covered by OHIP.

URGENT CARE CLINIC

- Enrolled patients also have access to the Urgent Care Clinic for URGENT same-day health concerns. These appointments are triaged and booked on the same day (except for Saturdays) on a first-come first-served basis and can be booked by emailing, calling us or leaving a voicemail.
- All the clinicians share the Urgent Care Clinic, and you may not see your regular healthcare provider.
- Prescription refills, physiotherapy or massage referral notes, sick notes/doctor's letters, ear syringing, etc., are not eligible for an urgent care appointment.
- Patients should avoid visiting walk-in clinics or other family physicians. High outside use may result in termination if your clinician feels that they are unable to uphold the continuity of care. Outside use does not include emergency room visits, and we always recommend seeking emergency services if needed.

PATIENT COMMUNICATION

- Phone lines are open from Monday to Friday, 9 am to 5 pm and Saturday, 9 am to Noon. We are closed on Sundays and for Lunch from noon to 1 PM.
- If you are unable to reach our team, please make sure to leave a voice message or email us, and we will get back to you at the earliest.
- The clinic uses admin@gloucesterfhc.com and no-reply@cortico.health to send emails. Please make sure to check your spam/junk email for these emails.
- Enrolled patients should inform the clinic of any changes to their OHIP card, phone number, email address or home address.
- The clinic has a zero-tolerance policy for any form of abuse towards staff members. This includes, but is not limited to, verbal abuse, physical abuse or intimidation, discriminatory remarks or behaviour or harassment of any kind. Failure to adhere to this policy may result in termination of service or care.

OHIP & NON-OHIP PAYMENTS

- A valid OHIP Card is mandatory for OHIP-covered patients. In case of an invalid or expired card, non-OHIP fees would be charged as per the clinic's policy.
- The clinic also provides other uninsured services, which are chargeable as per the clinic's policy. Visit our website for a complete list of uninsured services and their fees.
- The fees can be paid by credit or debit card in the clinic or online.