

Queenan Family Medicine and Maternity Care

Emily Queenan, MD

"Mindful Medicine for whole body, mind, and spirit"

25 Main Street

Penetanguishene, ON L9M 1S7

(855) 243-7772 (phone)

(855) 473-0119 (fax)

DrEmily@Queenan.ca

www.Queenan.ca

Office Policies

These office policies for Queenan Family Medicine and Maternity Care all support the underlying goal to cultivate truly patient-centered collaborative care in a vital and sustainable practice. For this reason, please take the time to read through them and do contact me if you have any questions or concerns. As the practice evolves, these policies may change in order to better achieve my underlying goal; all registered patients will be informed of any major practice changes via e-mail or postal mail and through updates on the practice website and facebook page

Scheduling appointments

Dr. Queenan is committed to providing excellent access to her patients. Her patients are also able to take advantage of all of the resources of the North Simcoe Family Health Team (FHT) including the Nurse Practitioner Morning Walk-In Clinic and the Physician run After Hours Clinic. For all patients with access to the internet, appointments may be scheduled through a secure link on the office website. If no convenient timely appointment is available online, or if a patient does not have easy and confident access to the internet, patients may call the office at (855) 243-7772 and we will work to accommodate their needs. When Dr Queenan is absent from the office due to foreseen or unforeseen absence, coverage through the Family Health Team and other colleagues will be arranged

- o **Late policy** Dr. Queenan respects the value of your time and makes every effort to keep on schedule. In order to help her do this, please note that your appointment time will not be extended due to a late arrival. If any appointment is missed without at least a 3 hour notice so that the appointment time can be offered to another patient, a no-show fee of **\$30** may be charged to the patient or guardian.

After hours concerns

If you have a medical emergency, please call 911 or go to your nearest emergency room. For urgent concerns including labor that occur after normal office hours, please dial the main office number at (855) 243-7772 and follow the voicemail prompts in order to be connected with Dr Queenan directly; if you reach a voicemail at the number to which you are forwarded, please leave a message and your call will be returned within 15 minutes by Dr Queenan. Most importantly, never delay emergency treatment.

Medication refills

Because Dr. Queenan writes prescriptions with sufficient refills to last until she would

next like to see her patients for follow-up, please schedule an appointment when you note that you do not have any refills left on a prescription unless she has arranged otherwise with you. If extraordinary circumstances prevent you from coming to the office for a visit, please contact Dr. Queenan during normal business hours so that alternate arrangements can be worked out.

Pharmaceutical samples

Dr Queenan believes that prescription drug samples are marketing tools that have the unfortunate effect of costing patients and the health care system more money over the long run, and so will not be available in her practice. Instead, she will make every attempt will be made to prescribe the best medication that costs the least amount of money for her patients. Short-term prescriptions can be written if you would like to try a medication only for a short period of time.

Controlled substances prescriptions (including benzodiazepines, opioids, and stimulant medications)

Due to the detrimental effect that abuse and diversion of controlled substances can have on a patient's health and on the physician-patient relationship, patients who require controlled substances for longer than four weeks will be required to sign a "Controlled Substances Prescribing Contract" which outlines the expectations for both the patient and the prescriber (Dr. Queenan). These expectations include agreeing to receive their controlled substance prescriptions solely from Dr. Queenan and to use a single pharmacy for refills. Any patient who joins the practice and is already using controlled substances will be expected to provide medical documentation for their use and will be asked to submit a urine sample for chemical dependency screening. If results of the screening identify illicit substances or do not identify an expected prescribed medication, Dr. Queenan will not take punitive action, but will arrange for appropriate medical management of substance abuse problems as indicated. Controlled substances for Attention Deficit Hyperactivity Disorder (ADHD) and similar conditions are generally prescribed only after appropriate psychological and/or psychiatric evaluation.

Maternity Care

Dr. Queenan provides maternity services, including prenatal, labor and delivery, and post-partum care for women with low- to moderate-risk pregnancies. Conditions that necessitate referral for specialist OB care include multiple gestations; pre-existing medical conditions including diabetes (Type I or Type II, not gestational), high blood pressure (pre-existing, not limited to pregnancy), and autoimmune disorders (including lupus, MS, etc); and certain complications of pregnancy including severe preeclampsia/eclampsia, severe intrauterine growth restriction, and certain blood type sensitizations. Dr. Queenan has maternity privileges at Georgian Bay General Hospital where she attends births.

Inpatient medical care

Dr. Queenan works collaboratively with the hospitalist team at Georgian Bay General Hospital such that when patients of Queenan Family Medicine and Maternity Care are admitted for inpatient medical care, they will be cared for by a hospitalist physician.

Privacy and Electronic Communications Policies

When you have reviewed these policies, please review the privacy policy and accompanying policy on electronic communications; if you have any questions, feel free to contact Dr. Queenan at (855) 243-7772.

If you have no further questions, please sign the Signature Page of acknowledgement of receipt of these policies attached to the Privacy Policy document and bring it with you to your first appointment.