

## Frequently Asked Questions:

### **Q. Can I refill prescriptions by telephone, or have the pharmacy call or fax to ask for refills?**

**A.** Your prescriptions are given so they run out when we need to assess your medical condition again. Prescriptions will only be renewed by phone or fax under exceptional circumstances. Note that the College of Pharmacists of BC allows pharmacists to refill your medication (at their discretion) for a short time so you don't run out while awaiting your appointment. Try to anticipate your need for refills ahead of time.

### **Q. Are you accepting new patients?**

**A.** Sorry, we are not accepting new patients at this time. We do accept referrals from other physicians for maternity care; these patients return to their physicians when the new baby is two months old. Q. Can I have a "same day" appointment? A. If you have an urgent medical matter that cannot wait, please call us to book an appointment. We will do our best to fit you in within 24 hours. It is better to have urgent care in our office where the physician has access to your medical records, rather than go to a walk-in clinic. We leave appointment slots open for this purpose. You will be seen by the most available physician and this will be a short appointment to address the urgent matter only.

### **Q. Can I call about my test results?**

**A.** Results are not given out over the phone by our staff. All test results are reviewed by a physician. If you would like to know the results of any testing, please book a follow-up appointment.

### **Q. Why is my doctor not in every day?**

**A.** We all have other work or family commitments. Some of us share practices and see each other's patients. We will do our best to have you seen by another available physician if there is an urgent concern.

### **Q. Do I have to see a learner/resident?**

**A.** You do not have to have learners involved in your care, but we appreciate your acceptance of them. We need more family doctors in BC, and you can help to train them. Note that "residents" have graduated so are qualified to see you on their own and write prescriptions; however, they do review every encounter with us. We will often see you as well and observe the resident in their interaction with you. If you do not want to see a learner on the day of your appointment, please let one of our MOAs know.