



1. ONTARIO HEALTH INSURANCE PLAN (OHIP)

An Ontario resident must have an **OHIP health card** to show that he or she is entitled to health care services paid by OHIP.

Eligibility for OHIP

To be eligible for Ontario's provincially funded health coverage you must:

- Be a Canadian citizen or have immigration status as set out in Ontario's Health Insurance Act,
- Have made your permanent and principal home in Ontario, and
- Have been physically present in Ontario for 153 days in any 12 month period

OHIP coverage usually becomes effective three months after the date you establish residency in Ontario. The Ministry of Health and Long-Term Care strongly encourages new and returning Ontario residents to purchase private health insurance in case they become ill during the OHIP waiting period.

Ontario residents without their OHIP health cards will be charged for their ophthalmic consultation. However, as long as the patient brings their OHIP health card to the OCC within a month of their consultation, they will be fully reimbursed.

2. WAIT TIMES

Due to the high quality of the eye care we offer, the wait times for our appointments can be lengthy. Therefore, we ask that patients be aware that they may have to wait anywhere from 1-4 hours in our office before attending their appointment. We also ask that patients be understanding of delayed appointments due to medical emergencies within the hospital.

3. DILATING DROPS

Please note that your eyes may be dilated using dilating drops during all your visits to the Ophthalmic Consultant Centres. The dilating drops are used to increase the size of the pupil in order to give the doctor a better view of your ocular condition. Dilating drops also decrease your focus, visual clarity and perception, which is why we recommend that patients **DO NOT** drive after appointments in which they were dilated. In addition, any ocular complications which develop after dilation such as glaucoma will be promptly addressed during or after the appointment.

4. NO FOOD & DRINKS

In order to maintain a clean and sterile environment for our patients, we ask that you **DO NOT** bring any type of food or drink into our office.

5. ABUSIVE BEHAVIOR

At the Ophthalmic Consultant Centres, it is our duty to provide a safe and secure environment for all our patients, visitors and staff. Therefore, we ask that you and any accompanying person(s) treat fellow patients, visitors and staff with politeness and respect. We do not tolerate any violent or abusive behavior in the form of racial, sexual or verbal harassment to any of our patients, visitors and staff. In addition, we stress that any visitors including children who accompany our patients are **under the direct responsibility of the patient**. Any visitors who negatively affect the efficiency of the clinic will be asked to leave in order to provide the best care to all of our patients.

6. ELECTRONIC DEVICES

Due to the fact that radio transmitted equipment may interfere with the functionality of medical devices, we ask that patients **DO NOT** bring their cell phones into our office. If you need to make a phone call, please inform our staff and you will be able to use your cell phone outside the front door of our reception area. In addition, no electronic recording in the form of audio, photos or video is permitted in our offices at anytime.

7. PARKING

Please be advised that the Ophthalmic Consultant Centres has a nominal pay-for-parking environment. Parking in an **unmarked spot** in another parking lot or on Sismet Road will result in your car being **towed or tagged for a fine** in accordance with the by-laws of the City of Mississauga.

8. REQUEST FOR YOUR MEDICAL DOCUMENTATION

The Ophthalmic Consultant Centres can provide the following medical documents for our patients. Please note that obtaining these documents involves an administrative fee as well as filling out a release of information form from our office. Your request for medical documentation will be fulfilled once the administrative fee is paid and your release of information form has been received by our office.

- Notes for employers, schools and return to work
- Patient reports
- Medical Legal Documentation
- Duplicates of receipts, notes, etc.
- Transfer of medical files
- Insurance Forms
- Ministry of Transportation

9. APPOINTMENT CONFIRMATION POLICY & PRIVACY

Please note that it is **your responsibility to reconfirm** all appointments within **24-48 hours** prior to your appointment date to ensure that no changes have occurred due to emergencies. To be certain that you will be contacted if there is a change in your appointment, please make sure your most recent address and contact information is correctly stored in our database. However, the Ophthalmic Consultant Centres accepts no liability for last minute cancellations due to unforeseen circumstances.

The completion of any diagnostic tests is at the discretion of your physician. If you are deemed medically unfit to take the test, your appointment will be cancelled or postponed to a later date.

Moreover, in keeping with privacy legislations, if you require us to communicate with family members or leave messages on answering machines during your appointment, please sign below to authorize us to do so at the phone number(s) you have provided.

The Ophthalmic Consultant Centres does not take responsibility for individuals who do not comply with the medical advice given.

Please go to our website at www.retinamd.ca/policies or our administrative staff for a more complete list of our patient care policies.

10. PAYMENT METHOD

At the OCC, the following payment methods can be used to pay for non-OHIP covered services:

- Credit Card: Visa and MasterCard
- Debit Card
- Certified cheque payable to Ophthalmic Consultant Centres Inc.

11. TRANSLATION

It is the responsibility of the patient to bring a translator if they are unable to communicate in English with our staff at the OCC.

12. ADDITIONAL REMINDERS

Please note that the Ophthalmic Consultant Centres will not be responsible for any damages to your vehicle in the parking lot or any lost or stolen items in our office.

We also have a non-refund and non-exchange policy pertaining to the purchase of vitamin and eye drop products sold at the OCC.