

BELMONT MEDICAL CLINIC

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Doctor–Patient Orientation, Practice Policies and Agreement

1. Welcome

Welcome to Belmont Medical Clinic.

My name is **Dr. Adedolapo Abe (MD, MPH, CCFP)**, and I am delighted to welcome you to my family practice.

Establishing a relationship with a new family physician is an important step, and I appreciate the trust you have placed in me. I look forward to partnering with you to provide comprehensive, compassionate, and evidence-based care throughout every stage of your health journey.

My approach to family medicine is centred on **prevention, proactive care, evidence-based medicine, and shared decision-making**. Rather than simply treating illness, I aim to help my patients stay healthy through appropriate screening, immunizations, lifestyle counselling, and early intervention. Together, we will develop a care plan that reflects your health needs, goals, and personal preferences.

While I provide comprehensive family medicine for all patients of all ages, I do have **special interest in Women’s Health, Dermatology, and Sports Medicine**.

The following information explains how my practice operates, what you can expect as you join the practice, and how we can work together to build a long-term physician–patient relationship.

2. Getting Established in the Practice

Joining a new family practice is a process rather than a single appointment. My goal is to take the time to understand your health history, establish an appropriate clinical baseline, and develop a plan for your ongoing care.

Step 1 — Getting to Know You

I like to begin with a brief **10-minute telephone conversation**.

This gives us an opportunity to introduce ourselves, formalize our physician–patient relationship, answer initial questions, identify existing medical records, and plan the next phase of your onboarding.

This introductory conversation is primarily for orientation and planning. Medical concerns requiring assessment will generally be addressed during a scheduled clinical appointment.

Step 2 — Clinical Onboarding

Following our introductory conversation, we will arrange an in-person clinical visit, ideally within approximately **6–8 weeks**, to begin establishing your clinical baseline.

Depending on your medical history, current concerns, and the need for investigations, this may require more than one appointment.

Your onboarding will generally include:

- reviewing your personal and family medical history;
- reviewing your medications, allergies, immunizations, and preventive care history;
- obtaining and reviewing relevant previous medical records;
- **completing an appropriate comprehensive physical examination;**
- reviewing or updating relevant screening and investigations; and
- establishing an individualized management and preventive care plan.

If you develop an urgent medical concern while this process is underway, **please do not wait for onboarding to be completed**. Contact the clinic so the immediate concern can be addressed appropriately.

Step 3 — Ongoing Care

Once we have established your clinical baseline, our focus becomes ongoing longitudinal care: prevention, screening, management of existing conditions, new medical concerns, and adapting your healthcare plan as your needs change.

3. Clinic Hours, Appointments and Access

I currently see patients at Belmont Medical Clinic on **Tuesdays, Wednesdays, and Fridays**. My usual office hours are:

Tuesday: 9:00 am–3:00 pm

Wednesday: 9:00 am–3:00 pm

Friday: 11:00 am–4:00 pm

On other days, I may be working in other healthcare settings. **Clinic hours and days may occasionally change without notice.** As I work in other settings, occasionally, I might receive calls during clinic hours which might cause major or minor interruptions to my schedule, hence at times you might get called earlier or later than your scheduled appointment time or seen later than your scheduled time. I generally do not have control over these interruptions and will like you to be aware of this upfront.

Appointments can be booked by calling the clinic or through the **Cortico online booking system**.

For comprehensive physical examinations, please consider booking through the clinic (by phone call or in person instead of online via cortico), so that your appointment can be coordinated with nursing staff for vital signs, measurements, and other preparations where required.

I generally reserve **two same-day urgent appointment slots** each clinic day. If an urgent concern arises, please call the clinic between **8:30am and 9:30 am**, and we will do our best to accommodate you. If you cannot get in due to it being already filled by other patients, I advise you visit the UPCC (Urgent Primary Care centre), see attached link to website for locations: <https://www.fraserhealth.ca/Service-Directory/Services/primary-care-services/urgent-and-primary-care-centre>

For a medical emergency, however, **call 911 or attend the nearest Emergency Department**. HealthLink BC is also available by calling **811** for health advice.

4. How Appointments Work

Most routine appointments are approximately **15 minutes**.

Appointments requiring additional time—including comprehensive physical examinations, prenatal care, mental health visits, and other complex assessments—may be scheduled for approximately **30 minutes (call the clinic to book)**. Telephone and video appointments are generally **10–15 minutes**, depending on the concern.

To provide safe and thorough care, we will generally focus on **one major concern or two minor concerns per appointment**, while taking medical urgency into consideration.

I am happy to arrange additional appointments where several concerns need attention. Focusing appropriately during each visit helps us address issues thoroughly and reduces the possibility of important details or follow-up tasks being missed.

In-Person and Virtual Care

Telephone and video appointments are available where clinically appropriate.

I prefer an **in-person appointment whenever a physical examination is likely to influence your diagnosis or treatment**. This often helps us reach a resolution more efficiently and avoids a repeat appointment simply to complete an examination.

Virtual care can generally only be provided while you are physically located in British Columbia. Please attend virtual appointments from a quiet, private environment and **do not participate while driving**. If for any reason, you are driving, kindly let me know so we can allow time for you can find a safe way to stop, park and then complete your appointment

5. Medical Records and Keeping Your Information Current

Previous medical records are an important part of establishing safe and comprehensive care.

During onboarding, we will work toward obtaining relevant records from your previous physician or clinic. You may be required to complete an authorization for the release of those records. **Any fees charged by a previous clinic or third-party records provider are generally the patient's responsibility.**

I also encourage you to provide your **vaccination and immunization history**. Information available through **BC's Health Gateway** can be particularly helpful in establishing your preventive care record. HealthGateway website link is: <https://www2.gov.bc.ca/gov/content/health/managing-your-health/health-gateway>

Please keep the clinic informed of changes to your:

- contact information;
- medications and supplements;
- pharmacy;
- allergies;
- other healthcare providers; and
- significant changes in your health.

6. Prescriptions and Medication Management

Prescription renewals generally **require** an appointment so that we can ensure your medications remain appropriate, effective, and safely monitored.

Please allow sufficient time to arrange a renewal **before your medication runs out**.

Prescriptions may be sent directly to your preferred pharmacy or provided in another appropriate format, usually a prescription made available in clinic (given directly to you at an person appts, or that you can pick up in the clinic after a virtual appt).

My prescribing practices follow current evidence-based guidance and applicable professional standards. Certain medications, including **opioids, sedatives, and other higher-risk medications**, require additional assessment and monitoring and may not be initiated or continued unless I determine that doing so is clinically appropriate. At the moment, I do not prescribe opioids.

Please tell me about **all medications, supplements, natural health products, or treatments** you are using, including those recommended by other healthcare or complementary medicine providers. This helps me identify possible interactions and make informed recommendations about your care.

7. Tests, Results and Referrals

Investigations such as laboratory testing and medical imaging will be ordered when clinically appropriate.

Please **do not assume that “no news is good news.”** Occasionally, results may be delayed or may not reach the clinic as expected. Where follow-up has been recommended, please arrange an appointment to review your results.

Specialist referrals are generally completed following an appropriate clinical assessment. Depending on the reason for referral, this may require history-taking, examination, investigations, or other information needed by the specialist.

The same principle may apply to referrals or requests involving allied health professionals.

8. Communication

Good communication is an important part of our relationship.

If you have questions, concerns, or feel that something has been misunderstood, I encourage you to raise the issue directly with me. Concerns can often be resolved more effectively through an open conversation.

With your consent, the clinic may use **email or text messaging** for appropriate communications such as appointment information, requisitions, educational materials, and administrative matters.

Electronic communication has limitations and should **not be used for emergencies or urgent medical concerns**. Some medical issues or sensitive discussions may require a scheduled appointment rather than email or text communication.

9. Privacy and AI-Assisted Documentation

Your personal health information is confidential and is protected in accordance with applicable privacy and professional requirements.

Your medical information will not ordinarily be disclosed without your authorization except where disclosure is permitted or required by law.

To support accurate and efficient clinical documentation, I may use AI-assisted documentation tools such as **Heidi Health or other AI scribe platforms** during appointments.

These tools assist with capturing and organizing information from our conversation to support medical documentation. They **do not replace my clinical judgment or responsibility for your care**.

Your participation in AI-assisted documentation is voluntary. You may decline or withdraw your consent, and an alternative documentation method will be used.

10. Cancellations and Missed Appointments

Please provide at least **24 hours' notice** if you need to cancel or reschedule an appointment whenever possible.

Giving adequate notice allows us to offer the appointment to another patient who may be waiting for care.

If something unexpected prevents you from providing 24 hours' notice, please contact the clinic as soon as possible.

Repeated late cancellations or missed appointments will result in a **no-show fee**, which is not covered by MSP or most insurance plans.

11. Uninsured Services

Not all services provided by a family physician are covered by the Medical Services Plan (MSP).

Examples may include certain forms, letters, insurance documentation, employment-related paperwork, and other administrative services.

Where applicable, patients will be advised of fees for uninsured services. Payment may be required before documents or services are completed.

12. Our Partnership

A successful doctor–patient relationship is built on **respect, honesty, communication, professionalism, and shared decision-making**.

What you can expect from me

I will strive to:

- listen to your concerns;
- provide compassionate and evidence-based care;
- explain my recommendations and reasonable options;
- respect your values, preferences, and decisions;
- remain within my professional scope and seek additional expertise when appropriate; and
- work with you toward maintaining and improving your health.

What I ask from you

I ask that you:

- provide complete and honest information about your health;
- participate actively in decisions about your care;
- let me know about medications, treatments, and healthcare received elsewhere;
- attend appointments or provide appropriate notice when you cannot;
- treat clinic staff and other patients respectfully; and
- communicate concerns or misunderstandings whenever possible so that we have an opportunity to address them.

Ultimately, decisions about your healthcare belong to you. My role is to provide my clinical assessment, explain the benefits, risks, and reasonable alternatives where appropriate, and help you make informed decisions consistent with your circumstances and goals.

13. Ending the Physician–Patient Relationship

My intention is to establish a long-term therapeutic relationship with you. Occasionally, however, circumstances may arise where that relationship can no longer continue safely or effectively.

Where ending the physician–patient relationship becomes necessary, it will be handled in accordance with applicable **College of Physicians and Surgeons of British Columbia standards and professional obligations**.

Circumstances may include threatening or abusive behaviour, persistent breakdown of the therapeutic relationship, repeated missed appointments, persistent non-payment of uninsured services, relocation that makes appropriate ongoing care impractical, or other circumstances affecting the ability to provide safe and effective care.

Whenever possible and appropriate, concerns will first be discussed so that we have an opportunity to resolve them.

14. Acknowledgement

By signing below, I acknowledge that:

- I have read and understood this Doctor–Patient Orientation, Practice Policies and Agreement;
- I have had, or will have, an opportunity to ask questions about anything I do not understand;
- I understand how Dr. Abe’s practice and onboarding process operate;
- I understand that establishing my comprehensive clinical baseline may require several appointments and investigations;
- I understand that urgent health concerns should not be delayed while onboarding is being completed; and
- I wish to establish an ongoing physician–patient relationship with **Dr. Adedolapo Abe**.

Patient Name: _____

Patient Signature: _____

Date: _____

Provider: Dr. Adedolapo Abe, MD, MPH, CCFP

Provider Signature: _____

Date: _____