



## DR. KATHERINE (KASIA) MALCZYK PRACTICE POLICIES

*The following policies are current as of September 2022. During the COVID-19 pandemic, delivery of medical care is rapidly evolving. Please check this website for up-to-date information.*

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**COVID-19 policies are expected to be reviewed by patients prior to attending an appointment in-person.** Please see the Willow Family Medicine main page under “Policies” to see more about our COVID-19 safety policies.

Masking is strongly encouraged. Infection Prevention / COVID-19 policies are followed. Please see the Willow Family Medicine COVID-19 Policies webpage for information.

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**In-person appointments are generally booked for 30min.** This allows for appropriate time to be spent with each patient addressing their concerns. Please book only one appointment per person. “Doubling up” family members in one appointment will reduce the time spent on your visit and can contribute to wait times in the clinic. *Exception: injection & wart treatment visits can be 15min.*

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**Virtual (phone/video) appointments are booked for 15min and should be limited to 1 problem per visit.** This is due to the limited fees and time the government pays for virtual visits. *Exception: Virtual mental health visits are 30min.*

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**Same Day Access.** If you require a same-day appointment for an urgent concern, please contact Dr. Malczyk by email. Dr Malczyk encourages you to try booking an appointment with her before visiting a walk-in clinic. Alternatively, see the Willow Family Medicine “After-Hours Care” webpage for other options.

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**Prescription renewals require an appointment, virtual or in-person.** Email requests will be redirected to book an appointment (in person or virtual). Fax requests from your pharmacist may be approved for a short interval at Dr. Malczyk’s discretion. Pharmacists may extend prescriptions until your next appointment.

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**No-show & late cancellation fees (less than 24hrs) will be enforced.** Fees are \$60 for in-person visits and \$40 for virtual visits. If there have been 2 or more no-show visits to Dr.Malczyk and/or any specialists she refers to, the patient-doctor relationship may be



terminated due to lack of continuity of care. A no-show visit is defined as: being late > 20min for an appointment, not showing up for an appointment with Dr.Malczyk or a specialist/test that was arranged by Dr.Malczyk, missing any appointment scheduled in the patient's name (i.e., children or spouses) and/or cancelling an appointment with less than 24 hours notice.

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**All patients are expected to use the Medeo messaging portal to review communication with Dr.Malczyk.** Dr.Malczyk sends notifications via Medeo to inform patients about lab/document/consults. Email is not a secure method of communication and is discouraged unless required for non-medical administration concerns. Urgent tests/results/consults will be communicated directly by phone. This is in accordance with privacy guidelines expected by the CPSA\*.

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**All patients are expected to use the Medeo online booking system to book appointments with Dr.Malczyk.** Willow Family Medicine does not have a receptionist so please use the online booking system. If the patient is not sure what kind of appointment to book, please email Dr.Malczyk to clarify. If unable to use the online booking system, please contact Dr.Malczyk for special exemptions/options.

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**Refills require an appointment, virtual or in-person.** Faxed requests from pharmacies and/or email requests may be rejected and redirected to book an appointment

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**Opioid prescriptions are monitored carefully and subject to change as per Dr.Malczyk's clinical judgement.** Opioids will never be refilled by pharmacy request or fax, and a virtual or in-person appointment must be made. Locum/covering physicians are NOT obligated to refill these while Dr.Malczyk is away so please plan accordingly. Opioid contracts, limited dispensing, random urine opioid screens and weaning of a long term opioid may be required as per Dr.Malczyk's clinical judgement. Dr.Malczyk does not generally prescribe opioids for non-cancer pain or uninvestigated chronic pain syndromes.

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**It is strongly recommend that a patient book an appointment with Dr.Malczyk or her locum/covering physician at least once every 2 years, including children, so that Dr.Malczyk is aware that the patient is still under her care.**

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**All patients will be expected to have reviewed the Uninsured Fees that Willow Family Medicine is obligated to charge for certain services.** These services are not covered by the Alberta Health Care Insurance Plan and therefore require a privately paid cost.

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**Dr.Malczyk is an advocate for all vaccinations, including COVID-19 vaccines.** Patients will be asked about their immunization status frequently and this will be discussed if Dr.Malczyk has a concern. Open communication and respectful dialogue around vaccinations will be expected. Vaccinations are not mandatory to be a patient at Willow Family Medicine.

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**Rude, aggressive, racist, sexist and/or other inappropriate behaviour is not tolerated towards Dr.Malczyk or any other Willow Family Medicine staff member.** If this behaviour occurs, Dr.Malczyk may terminate the patient-doctor relationship with this patient immediately with no additional warnings.

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**Willow Family Medicine is a teaching clinic.** Dr.Malczyk is a teaching preceptor with the University of Alberta, therefore medical students and residents may see the patient during their visit. This may increase the time spent during the visit but will provide additional comprehensive assessments. The patient will always have the opportunity to review with Dr.Malczyk afterwards.

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**Willow Family Medicine is affiliated with the Leduc Primary Care Network.** Although we are located in South Edmonton, we work closely with the Leduc PCN. They provide excellent allied health services, in addition to administrative, auditing & research support for our clinic. This relationship operates under standard privacy guidelines outlined by the CPSA.

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*\*CPSA = College of Physicians and Surgeons of Alberta*