

#### **WAIT TIMES**

OCC Eyecare is dedicated to providing the highest quality eye care and therefore, we ask that our patients understand that when visiting our facility that their wait time may be lengthy. Please ensure that you understand that your wait time in the office can be anywhere from 1-4 hours depending on which doctor and what procedures you may be having. The specialists at OCC Eyecare are in great demand and therefore, we cannot avoid emergencies that may occur throughout the day.

#### **DILATING DROPS**

Please note that you may be dilated upon your initial visit at the office as well as your follow up visits. Dilating drops are used to increase the size of the pupil which gives the doctor better access when viewing your eye for your examination. Risks associated with dilation include glaucoma, a problem of eye pressure which may be treated with laser if it develops. OCC Eyecare recommends that you **DO NOT** drive after any office appointments in which you are dilated. Dilating drops affect your focus, visual clarity and perception and therefore, we ask that you are accompanied by a driver at each of your visits. If you wish not to use our multi use bottle to get dilated, you can purchase the following: Alcaine \$25.00, Mydriacyl \$25.00, Mydrfrin \$25.00 for use in office.

#### **SCENT FREE FACILITY**

Please note that OCC Eyecare is a scent free facility in order to accommodate those with scent related sensitivity.

#### **FOOD & DRINKS**

OCC Eyecare strives to provide a clean and sterile environment for patients. Therefore, we ask that you **DO NOT** bring any type of food or drink into the office.

#### **ABUSIVE BEHAVIOR**

We at the OCC Eyecare have a duty to provide a safe and secure environment for patients, visitors and staff. We ask that you and any accompanying person(s) treat fellow patients and visitors politely and with respect. OCC Eyecare will not tolerate any violent or abusive behavior in the form of racial, sexual or verbal harassment. In addition, any visitors accompanying patients into our office are **under the responsibility of the patient**, this includes children. Though no patient will receive diminished care due to the actions of their family members, it does affect the efficiency of the clinic, thereby interfering with our ability to provide the best care possible and they may be asked to leave the office.

#### **CELL PHONES**

Operation of any radio transmitted equipment, including wireless phones, may interfere with the functionality of inadequately protected medical devices. Cell phones are not permitted into the office. If you need to make a call please inform the staff that you will be leaving the building and ensure that, you use your cell phone outside the front door of the reception area. There is to be no electronic recording of any type including audio, video and photos in any part of the office at anytime.

#### **PARKING**

Please be advised that the OCC Eyecare has a nominal pay-for-parking environment. Parking in an unmarked spot will result in your car being **towed or tagged**. There is **NO PARKING allowed on Sismet Road** in accordance with the by-laws of the City of Mississauga. **Parking on the road will result in a fine.**

#### **REQUEST FOR YOUR MEDICAL INFORMATION**

OCC Eyecare is pleased to provide any medical documentation for the following. Please note that each of these requests comes with administrative fees as well as you are required to provide in writing or obtain from our office a release of information form. Requests are completed within 2-4 weeks of all office documents being completed and administrative fees been paid. A request for the test results from a non-OHIP exam (cosmetic/refractive) will be subject to fees inclusive of a consult and diagnostics fee.

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

#### **APPOINTMENT CONFIRMATIONS & PRIVACY**

Please note that the doctors at OCC Eyecare are subspecialists and therefore, we ask that you contact the office 24-48 hours prior to your appointment date and time to ensure that no changes have occurred due to emergencies. It is your responsibility to reconfirm all appointments 24-48 hours in advance. You are responsible to ensure that your most recent address and contact information is in our database. OCC Eyecare accepts no liability for last minute cancellations due to unforeseen circumstances. Although on this visit or on subsequent visits you may be scheduled to have diagnostic testing done, the completion of the test is at the discretion of the attending physician. If for any reason you are deemed medically unfit to take the test it may be cancelled or postponed to a later date. OCC Eyecare strives to restrict patient information in keeping with privacy legislation however, due to our elderly population and language barriers, we are often asked to communicate with family members or leave messages on answering machines. By signing below you authorize OCC Eyecare to contact you at the phone number(s) provided and release information pertaining to appointments dates and times and any other information which may pertain to your care at this number. Any appointments missed without a cancellation notice 48hours in advanced, is subject to a charge of 50\$ at the discretion of management.

OCC Eyecare is dedicated to provide the highest quality care. A decision made about your care is based on each individual's medical condition. OCC Eyecare does not take responsibility for individuals who do not comply with medical advice given. This list of policies is not meant to be comprehensive or complete due to limitations of physical space. For a more complete list of these policies governing your interactions at OCC Eyecare, please go to our website [www.retinamd.ca/consents](http://www.retinamd.ca/consents) or ask our administrative staff to provide a printed copy to you.

Please note that policies and procedures are subject to change at the discretion of management. Please visit our website for updated policies and procedures or go to [www.occeyecare.ca/forms/consents/](http://www.occeyecare.ca/forms/consents/).

I, the patient, understand that the information given is correct to the best of my knowledge. I also understand that the information will be held in the strictest confidence and it is my responsibility to inform this office of any changes in my medical status. I hereby consent to Ophthalmic Consultant Centres, Inc. and Canadian Centre for Advanced Eye Therapeutics (OCC-CCAET) to use any images captured during diagnostic testing in their educational or promotional literature. I acknowledge that these images are the sole property of OCC-CCAET and I relinquish all rights and claims against OCC-CCAET, its subsidiaries and affiliates nor are they under any obligation to compensate me for their use. As well, I have been made aware and understand all guidelines and procedures that have been explained to me within this document and agree to be bound by the patient policies as explained here (abbreviated version) and the full version ([www.occeyecare.ca/forms/consents/](http://www.occeyecare.ca/forms/consents/)). I authorize OCC to send me e-mail communications regarding my appointment dates/times/cancellations/information notices etc. I also understand that OCC does not guarantee the accuracy or completeness of any information presented on linked websites.

