



Patient policies

We reserve the right to vary these office policies at any time and will post any variations here. You are advised to review these terms of use on a regular basis as you will be deemed to have accepted variations if you continue to attend the facility, use OCC Eyecare's services, visit the Website, make inquiries through our Portal or communicate through email after any variations have been posted. If you do not agree to abide by these terms of use you will be deemed as to have discharged yourself from the care of our surgical and clinical teams.

Patient Behavior

OCC Eyecare's Staff (which includes our Doctors) have a right to care for others in an environment that is in keeping with Health and Welfare recommendations without a fear of being attacked or abused. To successfully provide these services mutual respect must exist between all staff and patients. While our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances we also expect the same from our patients, their accompanying parties and in all communication to the office. We respectfully remind patients that very often our staff manage a multitude of varying medical and surgical tasks and sometimes difficult administrative situations, all at the same time.

While we appreciate that patients may not always act in a reasonable manner due to a number of reasons including fear and anxiety, we will try to take this into consideration when trying to deal with a misunderstanding or abusive patient. However, frankly aggressive behavior, be it violent or abusive, will not be tolerated and may result in you being discharged from the practice (thus necessitating your return to your referring doctor for your care) and in extreme cases, the authorities may be contacted to pursue legal issues. In order for the practice to maintain good relations with our patients the practice would like to ask all its patients to read and take note of the types of behavior that would be found unacceptable (in person or in any communication with our office including social media posts)

- Using abusive terminology, derogatory comments or words, inflammatory rhetoric, disingenuous commentary or swearing at practice staff either in person or via electronic communication and in social media posts
- Any physical violence, or threat of physical violence towards any member of the Primary Health Care Team and Staff of the practice or other patients
- Verbal abuse towards the staff in any form including verbally insulting the staff – the practice reserves the right to define what is verbally abusive

- Racial abuse and sexual harassment will not be tolerated within this practice - the practice reserves the right to define what is abusive
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible in a timely fashion and explanations may be given when they cannot, but are not mandatory on the practices' behalf if the reasons are considered to be self-explanatory
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

Consent to removal from the practice list

A good patient-doctor relationship, is based on mutual respect and trust, and is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort due to a break in the patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. Examples of the need for terminating patient care can be found on the regulatory bodies for healthcare providers in Ontario, breach of the Human Rights or the Workplace and Safety rights of our staff. Our team are aware of the need to provide you the means to have ongoing care either by updating your primary care doctor who can then refer you elsewhere or by referring you to another doctor to manage your healthcare. An exception to this is on your immediate removal on the grounds of violence, abuse, racist comments, sexual harassment or when the Police are involved. You may also be removed from the practice if you interfere with any of our statutory requirements to provide a healthy working relationship for our staff. By agreeing to the terms of the practice you agree to be removed from the practice list if you are found to be in breach of the office policies. You may appeal the decision to be removed by writing to Patient Care Manager – OCC Eyecare for a formal review of your decision if you disagree with the terms of removal.

Conduct of your guests/support person or legal guardian

There are situations where the abnormal behavior of your guests or legal guardians may require that they be banned from entry to the practice. It should be noted that as the patient, by choosing to bring someone into the practice either physically or in communication with our offices, that you are responsible for them adhering to our policies and practices; this also means that you will be held personally liable for any financial costs or penalties that are levied on them for their behavior. In certain situations, we recognize that this action on the practices part may make it impossible to continue your care – e.g. If your legal guardian is banned and you are underage you are not allowed into the practice; in these exception circumstances our team are aware of the need to provide you the means to have ongoing care either by updating your primary care doctor who can then refer you elsewhere or by referring you to another doctor to manage your healthcare. Examples of the need for terminating guests or legal guardians can be found on the regulatory bodies for healthcare providers in Ontario, breach of the Human Rights or the Workplace and Safety rights of our staff. By agreeing



to the terms of the practice you agree to be removed from the practice list if you guests/support or legal guardian are found to be in breach of the office policies. You may appeal the decision to have accompanying people, guardians etc. removed by writing to Patient Care Manager – OCC Eyecare for a formal review of your decision if you disagree with the terms of removal.

What to expect as a new patient on your initial visit or as a returning patient

Upon any visit it is important to gather all of your past medical history and to have updates of your medical status changes, medication changes and any new symptoms you may have in particular related to your eyes. This includes things like:

- Test dates (like when was your last physical?)
- Have you had any change in your vision? Have you seen your optometrist recently?
- Immunization records (what you have and haven't gotten)
- Surgical records (eye related and those not eye related, reasons for the surgery, as well as outcomes)
- Allergies
- Past health care providers (it's a good idea to know their first and last name, as well as the name of the institution where you saw them)
- Prescriptions (you can even simply bring all of your prescriptions with you! There is so much information on the bottles or boxes they're dispensed in, like refills, dosage, etc., that would be valuable for your new doctor to know)

Having this information ready means you don't have to memorize it all, and that everything is relayed accurately to your doctor, since they may not have access to it. You are responsible for submitting in writing to your team at OCC Eyecare a comprehensive list of medications, allergies that are comprehensive and accurate, and updated medical information on an annual basis when feasible – if you are unable to do so a transcriber may be provided to you at a cost to facilitate this request. Failure to do so may result in you not obtaining the best in care that we wish for you. Furthermore, if you intentionally fail to advise our medical team of changes to your medical health, physicians you have seen, or ancillary care you have obtained, this could be construed as a failure to disclose and compromise the physician – patient relationship that is essential to providing you the necessary care for your eye diseases. In extreme situations, this may result in a complete breakdown of the relationship and the need for your care to be managed elsewhere. Should this occur you would be responsible for any administrative, legal or statutory costs that are a resultant of this. By agreeing to the terms of the practice you agree to follow the aforementioned requirements. If you feel that there are areas of this policy that are onerous or require an exemption based on your particular medical, social or other status you may appeal this requirement by writing to the Patient Care Manager at OCC Eyecare for a formal review of your concerns.

You should also expect on any visit to our office to have the following done, and by agreeing to be a patient at the office you consent to the following tests either diagnostic or physical

- Administration of eye drops from a multi-dose bottle with their inherent risks of allergies, infection, burning, dilation or constriction of your pupils, blurring of vision, loss of reading vision, inability to drive or the loss of wages due to inability to return to work.



- Contact touching of your cornea of glaucoma assessment, intraocular pressure measurements, retinal contact lens examination all of which carry the inherent risks of infection, corneal abrasion or the temporary blurring of vision.
- Interaction with a variety of staff who are delegated tasks by our physicians and their teams for acuity measurements, pressure measurements, diagnostic tests not limited to contact and non-contact tests, post-surgery clean up all of which carry the risk of infection, corneal abrasion and or the temporary blurring of vision.
- Driving to and from the appointments is not advised and you are to make alternate arrangements for all appointments.

Furthermore, you agree and acknowledge that while the practice attempts to see patients in a timely fashion due to the nature of our acute care practice this may not be possible and your wait times may be in excess of 4 – 6 hours in exceptional circumstances depending on testing, procedures or consultations that are necessary.

Take stock of any additional information about your health history.

Some important medical information might not be documented within your medical records. If possible, ask your close family members for information about their own health history that may be relevant to you, such as any hereditary conditions.

Lastly, be prepared to disclose information regarding your lifestyle, such as whether or not you smoke, drink, how much exercise you get on a regular basis. While these are super personal questions, being honest and open is the best way to be treated effectively by your provider

Prepare a list of questions.

Before you book your appointment, get clear on why you are seeking the appointment in the first place. This way you can prioritize what you need to talk about, ensuring you have enough time with the doctor, and neither of you feel rushed during your appointment.

Be early.

It's important to be early to a doctor's appointment for a few reasons. First, it's just good manners. Second, there will likely be some new patient forms you need to fill out, and you don't want that to cut into your face time with the doc. Third, your doctor may be able to fit you in earlier than expected, making both of your days go a bit smoother. For the shortest wait times, it's also a good idea to schedule your visit for first thing in the morning, before your doctor has a chance to get behind



Office 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.

Scent-free facility

OCC Eyecare encourages all employees and patients to not wear perfumed after shave lotions, perfumes or colognes while in the facility. These products are the subject of immediate prohibition because their main function is to add scent to one's own self. Patrons are expected to be cognizant of any other scented personal products worn, and wherever possible to substitute those products with unscented alternatives.

No food or drinks

For the purposes of hygiene, minimizing the spread of infection and in conjunction with our scent policy. OCC Eyecare requests that no food or drink (other than water) be consumed on the premises. Exceptions can be made for medical conditions

Cell phone use in the Office

Cell phone are permitted in the office for quiet entertainment but not for phone calls. Patients should not be talking on their phone in clinical area as it interferes with equipment and the normal operation of the facility. Operation of any radio transmitted equipment, including wireless phones, may interfere with the functionality of inadequately protected medical devices. 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 any time.

Video or Pictures in the office

Absolutely no pictures or video of the office will be taken in the facility without the written consent of the Director of Operations. This is mainly to protect the privacy and confidentiality of patients



No smoking policy

Under the **Smoke-Free Ontario Act, 2017** all enclosed workplace, including work vehicles are No Smoking and No Vaping (including cannabis) to protect workers and the public from the hazards of secondhand smoke.

Littering policy

OCC Eyecare takes pride in maintaining the beauty of its facility. Litter is any waste material, garbage, or rubbish, including but not limited to food, food wrappers, paper, cans, bottles, cigarette butts, ashes, or discarded debris. All patients and visitors are required to utilize trash receptacles to dispose of any unwanted items or debris. Intentional disposal of waste material except in designated receptacles can in extreme circumstances prohibit future attendance at the facility.

Lost and found

We will make all reasonable efforts to return all non-perishable items but are not responsible for any items lost on the facility whether given to our staff or not. Patients and visitors should protect and be aware of their belonging at all times and ensure their own safe keeping. Perishable items will be disposed of appropriately.

Office Temperature

The temperature in the office is set in accordance with our infection control guidelines and in conjunction with the requirements for our equipment within the office.

Vandalizing the property

OCC Eyecare has zero tolerance for any kind of vandalism, graffiti, and defacement of property in our workplace. Examples include images drawn, sprayed, or etched, stickers, non-work-related posters, etc.,. We consider such actions to be a crime and we will hold ourselves and others accountable to ensure that our workplace is free from harassment, hate and bigotry of any kind.

Theft

OCC Eyecare values all patients, visitors, staff and their property, and expects that all patrons in turn value the company and its assets. Therefore, we will tolerate no theft, or stealing of any



kind. That includes theft of money, information, products, inventory, tools or any item, information or idea that belongs to the company or to an employee, or a patient.

Appointment Policies:

Dilation drops

Please note that you may be dilated upon your initial visit at the office as well as your follow up visits. The eye drops used for dilation cause your pupils to widen, allowing in more light and giving your doctor a better view of the back of your eye. Eye dilation assists your doctor in diagnosing common diseases and conditions, possibly at their earliest stages. They include:

- Diabetes
- High blood pressure
- Macular degeneration
- Retinal detachment
- Glaucoma

Eye dilation also makes your vision blurry and your eyes more light sensitive, which, for a few hours, can affect your ability to drive or work or even walk around. 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. As a patient you are expected to take precautions and appropriate measures so that you can arrive, conduct and leave your appointment in a safe manner.

Dilation drops are administered by our staff in multi-use bottles. If you wish not to use our multi use bottle to get dilated, you can purchase the following: Alcaine \$25.00, Mydracyl \$25.00 or Mydrfrin \$25.00 for use in office.

Parking

Parking is available at 1880 Sismet Road in the lot adjacent to OCC Eyecare. If there are no spaces available, patients can park across the street in the parking lot at 1885 Sismet Road. Both of these lots are not owned by OCC Eyecare and as such the facility will not assume any responsibility for damage to self or if a patient or accompanying guest chooses to park there. For any concerns with the parking lot please contact the information on the posted signs. OCC Eyecare assumes no responsibility for patient or accompanying guest that chose to park there.

There is no street parking available on Sismet Road. Any patients parking there will do so at their own risk. OCC Eyecare assumes no responsibility for patient or accompanying guest that chose to park there.



Leaving cars on the property overnight is not permitted unless explicit written permission has been given by the owner of the parking lot. Any vehicle parking overnight will be subject to towing at the owner's expense. If permission is given it should be displayed on the dash of the parked car in question.

Medical Records, Paperwork and Administration

OCC Eyecare is pleased to provide any medical documentation for the following circumstances below. Please note that each of these requests comes with administrative fees as well as the requirement to provide your request in writing to our office. Alternatively, you can obtain a release of information form from our office. Requests are completed within 2-4 weeks of all office documents being completed and administrative fees being 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.

- Notices for return to Work/ School
- Patient Reports
- Transfer or copy of Medical Records/ Files
- Medical/ Legal Documentation
- Insurance Forms
- Government or Ministry Forms
- Duplicates of Receipts, notes, etc.

O.H.I.P. Card

Every patient will need to present a valid OHIP card in order to visit with the doctor or have any testing done at the facility. If a patient does not have their OHIP card then they will need to provide valid government issued ID and it will be up to OCC Eyecare's management's discretion whether to proceed with the scheduled appointment. In cases where the patient cannot proceed with the scheduled appointment the appointment will be rescheduled to a time when the patient can present a valid OHIP card.

Foreign Patients

Foreign patients will need to present appropriate government identification and also prepay for their visit and any tests performed.



Payment for Invoices

All services are paid in advance of service unless an exception has been deemed by the management. In such cases payment for any product or service will be due at the agreed upon date or payment date outlined in the invoice. Failure for pay invoices or fees on the agreed upon date are subject to an administration fee of \$50 as well as interest on the balance outstanding calculated at 15% annually.

NSF Payment

Any payment for service that is returned and deemed NSF will be charged an admin fee of \$50 per incidence.

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 address and contact information in our database is up to date and correct. OCC Eyecare accepts no liability for last minute cancellations due to unforeseen circumstances. On any visit or 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 attending our office to be seen by one of our physicians you authorize OCC Eyecare to contact you at the phone number(s) and or email provided and release information pertaining to appointments dates and times and any other information which may pertain to your care to the contact details you have provided. Any appointments missed without a cancellation notice 48 hours 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.

Mask policy

- All patients and allowed visitors are required to wear a mask to prevent the spread of viruses while in the facility



- All patients and allowed visitors will also be required to put surgical tape on the top of their mask to aid in the prevention of spreading viruses and to assist with procedures during examination and testing.
- Should you not be able to wear tape on your face due to allergies or sensitivities, it is your responsibility to bring and wear a properly fitted N95 mask. Staff will also require you to show your recent fitting certification.
- If you are sensitive to masks and/or tape please contact us at our communication portal (www.occeyecare.ca and press the “CONTACT US” button) so we can make alternative arrangements to accommodate your visit.

Infection control

OCC Eyecare observes and follows all the Infection Prevention and Control Procedures as outlined by Public Health Ontario. In some cases OCC Eyecare takes extra precautions over and above the recommendations of Public Health Ontario as they deem necessary to protect patients, visitors and staff alike. If expectations are warranted, we will try to accommodate on a case to case basis but cannot guarantee that we will be able to accommodate all patients if they require exceptions to the recommendations. For a comprehensive list of Public Health guidelines please visit <https://www.publichealthontario.ca/en/health-topics/infection-prevention-control>

Hand hygiene

Hand hygiene is the most effective way of preventing the transmission of healthcare- associated infection to patients, staff, and visitors in all healthcare settings. Hand hygiene is a core element of patient safety for the prevention of infections and the spread of antimicrobial resistance. Each patient, guest and staff must perform hand hygiene by washing hands or using alcohol based hand rub (ABHR) upon entering the office, before entering any exam or testing area, before touching their eyes and after any point of contact with a foreign surface. Hand washing can be performed at any facility washroom with the posted instructions there. ABHR can be found and used in all areas of the facility. If unsure where to find ABHR any of our staff can direct you where an available dispenser can be found.

Email, Website and Portal Policies

If you use the website, our portal or communicate through email, you agree to comply with all of these office policies. If you do not agree with the office policies then you should discontinue use of the website, the portal and or communication through email. As a condition of use of the Website, the Portal contacting us through email, the User agrees to indemnify OCC Eyecare, its Doctors, officers, employees and agents and affiliated corporations against any and all liability,



expenses (including attorney's fees) and damages arising out of claims resulting from User's use of this website, portal or communications through email, including without limitation any claims alleging facts that if true would constitute a breach by User of these terms and conditions.

Accessing the Website or Portal

OCC Eyecare cannot guarantee that the Website or Portal, or any content on it, will always be available or be uninterrupted. Access to the Website or Portal is permitted on a temporary basis. We may suspend, withdraw, discontinue or change all or any part of the Website or Portal without notice. We will not be liable to you if for any reason the Website or Portal is unavailable at any time or for any period.

You are responsible for making all arrangements necessary for you to have access to the Website or Portal or following up on any email inquiry.

You are also responsible for ensuring that any persons with access to the Website or Portal through your internet connection are aware of these terms of use, and that they comply with them.

By using the website you agree that you are 18 years of age or older.

You agree not to use any features of the Website or Portal to promote communications or postings to post, display, or otherwise communicate any of the following:

- any defamatory, threatening, obscene, harassing, or otherwise unlawful information;
- any advertisement, solicitation, or spam;
- any encouragement of illegal activity;
- unauthorized use or disclosure of private, personally identifiable information of others
- any materials subject to trademark, copyright, or other laws protecting any materials or data of others in the absence of a valid license or other right to do so; or
- any fa
- false or misleading information.

Information provided through Email or the Web Portal

Any personal information provided when make an inquiry through email on the Website or through our portal will be held in accordance with the Privacy Policy available on the Website.

We have the right to discontinue, in our reasonable opinion, you have failed to comply with any of the provisions of these terms of use and/or if we believe that the use is unauthorised or fraudulent.



If you know or suspect that anyone other than you has or is likely to access your information or made an inquiry on your health information unknown to you, you must promptly notify us. Following such notification you may be required to set up a new email address.

Information published on the Website is supplied by OCC Eyecare and, where indicated, by certain third parties. OCC Eyecare takes every care and precaution to ensure that information published on the Website is accurate when posted and regularly updated, but OCC Eyecare cannot guarantee or cannot be held liable for its accuracy or timeliness and OCC Eyecare may change the information at any time without notice. You must not rely on the information on the Website and you acknowledge that you must take appropriate steps to verify this information before acting on it. No information on the Website should be deemed as medical advice or to substitute or replace the advice of a medical professional.

OCC Eyecare has published the Website “as is” without any warranty of any kind, express or implied, as to the operation of the Website, the accuracy of the information or the products or services referred to on the Website (in so far as such warranties may be excluded under any relevant law) and to the extent permitted by law, OCC Eyecare shall not be liable for any losses or damage wither direct or indirect, consequential, special or otherwise incidental that may result from use of the Website, howsoever arising.

Intellectual property rights

OCC Eyecare owns the copyright in the content published on the Website except where otherwise indicated by a third party’s proprietary notice. Images, trademarks and brands are also protected by other intellectual property laws and may not be reproduced or appropriated in any manner without written permission of their respective owners.

Viruses

We do not guarantee that the Website, the Portal or any email communication will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform in order to access the Website, Portal or send and receive emails. You should use your own virus protection software.

You must not misuse the Website, the Portal or send emails that knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to the Website or Portal, the server on which the Website and Portal are stored or any server, computer or database connected to the Website or Portal. You must not attack the Website via a denial-of-service attack or a distributed denial-of service attack. We will report any such breach to the relevant law enforcement authorities and we will cooperate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the Website, the portal or to contact us through email will cease



immediately and you will have been deemed to have self-discharged yourself from the care of our surgical and clinical teams.

General

These terms of use are governed by the laws of Ontario and Canada and you agree that the courts shall have exclusive jurisdiction in any dispute.

To the extent that any part of these terms of use is found to be invalid, unlawful or unenforceable by any court of competent jurisdiction such part shall to that extent be severed from the remaining terms all of which shall remain in full force and effect as permitted by law.

Patient Suitability for OCC

OCC Eyecare receives referrals of all kinds for patients with different disease states where some of these patients have other conditions, illnesses or diseases that are not related to condition referred for. Many referrals are accepted based on the information from the referring doctor, but when the patient physically presents themselves at our facility it may be determined that their care would be better suited at another facility. Furthermore, during the course of one's care at OCC, the doctors, administration or support staff may determine that the limitations of the facility are not suitable for providing optimal care for a patient and determine that care would be better suited at another institution. This may be the case when during the course of care the patient develops additional diseases as in the case of mental disorders. If such a situation arises, OCC Eyecare will inform you of those circumstances and in many cases we will assist in finding you alternative care that is better suited to provide treatment.

Disclaimer

If you initiate any legal, civil or administrative action (including negative or abusive social media posts), arising from any of the mentioned policies or expectations above, you may be liable to compensate the practice for its costs to defend the action or to remedy the situation, if the practice is not found to be at fault in a court, in the Province of Ontario. By agreeing to the terms of the practice you agree to follow the aforementioned requirements. If you feel that there are areas of this policy that are onerous or require an exemption based on your particular medical, social or other status, you may appeal this requirement by writing to Patient Care Manager – OCC Eyecare for a formal review of your concerns.