



Dr. Barnes' Practice Patient Guide

We are excited to welcome you to the clinic and Dr. Barnes' practice! This guide will help you understand how our clinic operates and how to access our services effectively. If you have any questions about the information in this guide, please don't hesitate to contact our office or email info@drbarnes.ca.

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Booking Appointments

To book an appointment with Dr. Barnes:

1. **Call the front desk:** Explain your needs to the receptionist, who will relay the information to Dr. Barnes.
2. **Online booking:** Available for an annual fee. If you have this option, use the “Online Request Portal” in the top right hand corner of drbarnes.ca.

Dr. Barnes will provide instructions and appointment options based on your needs.

Same-Day and Next-Day Appointments

Dr. Barnes reserves some spots for same-day and next-day appointments, typically available in the early afternoons (starting in October 2024).

Pre-Appointment Questionnaires

Some appointments may require you to fill out a questionnaire. These will be sent to your email via Ocean prior to your appointment.

Appointment Cancellations and Late Arrivals

- **Cancellations:** Require 24 hours advance notice to avoid a fee. Please refer to your Patient Agreement for more details.
- **Late arrivals:** May result in a shortened appointment time.



Bloodwork and Nurse Appointments

- Bloodwork appointments are available at the clinic.
- Nurse appointments (e.g. vaccinations, suture removals, etc) are available.
- Book these services online.
 - Bloodwork:
<https://ocean.cognisantmd.com/intake/patients.html?linkRef=394962fa-e513-4997-b9eb-963210348379#/online-booking>
 - Nurse:
<https://ocean.cognisantmd.com/intake/patients.html?linkRef=68d3f55f-6166-431b-b78d-54fdea628772#/online-booking>

Prescription Refills

Dr. Barnes aims to provide patients with ample supply of refills during regular appointments. Should you require a refill, please see the below information.

- Dr. Barnes does not process refill requests via pharmacist faxes.
- If you need a refill, you have the following options:
 1. **Book an appointment:** This allows Dr. Barnes to review your medication needs and overall health.
 2. **Uninsured services:** Visit our uninsured services page (www.drarnes.ca/uninsured-services) to request a refill (fees apply).
 3. **Annual plan members:** If you've subscribed to an annual plan, you can request a prescription refill through the "Online Request Portal" located at the top right hand corner of drarnes.ca.



Please note that some medications may require regular follow-up appointments for refills due to monitoring needs or regulatory requirements.

We encourage you to keep track of your medication supply and request refills well in advance of running out to ensure continuous treatment.

After Hours Clinics

Our after-hours clinics are available for urgent issues that cannot wait for the next available appointment:

- **Hours:**
 - Monday to Thursday: Starting at 5:00 PM
 - Saturday mornings: Starting at 8:30 AM or 9:00 AM (call to confirm)
- **Locations:** Madoc or Marmora (please confirm when booking)
- **Booking:** Limited spots available for booking on the same day by calling ahead
- **Walk-ins:** These clinics are mostly walk-in based

Urgent Issues Outside Clinic Hours

For urgent issues when the clinic is closed, call our confidential phone number to speak with a patient coordinator or nurse: 1 866 553 7205

Emergencies

For all emergencies, please go directly to the nearest Emergency Department.



Use of Walk-In Clinics and Virtual Care Clinics

We kindly ask that you refrain from using outside virtual care clinics (if covered by OHIP) and walk-in clinics when possible. The Ministry of Health imposes financial penalties on our clinic when patients use other OHIP-funded walk-in services.

Uninsured Services

Payment for uninsured services is required **before** the service is rendered. For more information about uninsured services, please visit:

<https://drbarnes.ca/uninsured-services/>
