



INFINITY PEDIATRICS OFFICE POLICIES

Welcome to Infinity Pediatrics! Please take a few minutes to review our office policies. We are looking forward to meeting with you and your child!

Booking Appointments

The first appointment will be booked for you. It is your responsibility to book all follow-up appointments. Follow-up appointments can be booked in person or over the phone. Please review our clinic hours on our website.

Before the appointment, we will attempt to contact you to remind you about the appointment. This is a courtesy service. It is your responsibility to ensure you and your child can attend the appointment once it is booked. Your child must be present for all appointments.

Late or Missed Appointments

If you are late, the appointment may have to be shorter than anticipated or possibly cancelled if you're running very late. You are encouraged to call the clinic if you are running late to review the options regarding your child's appointment.

If you cannot make an appointment, please contact our office staff to cancel or reschedule with at least 2 business days to avoid being charged for a missed appointment. If you do not show up for a booked appointment you will be charged a missed appointment fee. Missed appointment fees must be paid prior to booking another appointment. These fees are available on our uninsured services fee list.

Contact Information

Please ensure that your file is kept up to date with the best phone numbers, email and home addresses, and emergency contact information. Please inform the receptionist of any changes to your personal information upon arrival at the clinic or call after any of the above have changed. If we do not have a current phone number, we will not be able to provide you with a courtesy reminder call.

Results

If lab results are abnormal, our office will call you to make an appointment to review these results. You will not be phoned regarding normal results. For privacy reasons, results will not be discussed over the phone. In certain situations, the pediatrician may ask you to book a followup appointment (for example, 1 week after imaging studies) to specifically review these investigations regardless of the result.

Prescription Refills

Our pediatricians do not refill prescriptions over the phone or by fax request from the pharmacy. The responsibility is both yours and your pediatrician's to assess at the time of your visit the appropriate quantity and dose of medication as well as the appropriate follow-up interval. Take a moment during each visit with the doctor to

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Dr. Caroline Chee
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ensure that the quantity of medication is enough and that you understand why certain medications or conditions have to be monitored on a regular basis. You should report any changes to your doctor.

Uninsured Services

There are a number of services that physicians provide that are not covered by Alberta Health Care. It is a standard of practice in Alberta to charge for these uninsured services to ensure physicians are compensated for the significant amount of time spent providing these services that are not covered by your health care. Please consult the uninsured service fee list for a comprehensive list of these services. The prices are based on suggestions from the Alberta Medical Association. Payment for these services are due upon receipt of the service. Payment can be made by cash or cheque. Our office staff will let you know if the cheque should be made payable to your child's pediatrician or our office, Infinity Pediatrics Inc.

Electronic Medical Record

Infinity Pediatrics is an electronic medical record office. This means we do not keep paper copies of anything. Your child's health information is well protected on secured networks in accordance with the Health Information Act. Any paper reports brought into your appointment will be scanned and immediately returned to you or a copy obtained and then shredded once scanned to the chart.

A copy of your child's medical file can be obtained for a fee. Copy of the file is done by USB transfer. You can provide your own USB key or one can be sold to you.

Education

Our pediatricians are committed to the education of future doctors. You may see a medical student or resident during your appointment. Medical students are trained to obtain medical histories and perform physical examinations. Residents are trained to diagnose and manage medical conditions. Sometimes a medical student or resident will see you first to obtain information from you and your child. Your child will always see your pediatrician, for a period of time, at every appointment.

Behaviour

Our office staff are specially chosen and trained to help patients. We understand that there are many reasons why you may need to visit our office and we make every effort to make your visit as pleasant and comfortable as possible. In turn, we ask that your behaviour is respectful to our staff. There is a zero tolerance for abuse of any kind and may lead to dismissal from the practice. In turn, if you have any problems associated with your visit, please contact our office manager in writing.

In order to provide you with the best possible care, a satisfactory doctor-patient relationship is necessary. If for any reason, this relationship becomes compromised, then it may be best for both parties to end the relationship.