

**Dr. Mohammed Hadi**  
**Practicing as Dr. M Hadi Medicine Professional Corporation**  
**Port Dover Doctor's Office, North Shore Centre**  
**697 Highway 6, Port Dover, Ontario N0A 1N2**  
**Telephone: 519-583-0893**

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## **Patient Information Sheet**

### **Prescription Renewal Policy**

Please remember to ask for your prescription during your office visit. When you see your prescription is running low, please phone for an appointment. Don't wait until you have only a day or two left. Prescriptions will be renewed only by appointment.

### **OHIP Health Card**

Valid health cards, **must be brought in at each and every visit.** Patients with no valid health card will be charged the current non-insured visit fee.

### **Appointments**

**"Regular" appointments** are made in advance. Call after 10 AM to make this kind of appointment. Average waiting times for a booked appointment can be up to 4 weeks, therefore please make sure you plan in advance. If you cannot keep your appointment, please call and cancel. Patients who fail to show up without cancelling their appointment may be charged a "No-Show fee".

**"Same-Day" appointments** are booked for the afternoons. Call in the morning after 8 AM and ask for a same-day appointment to be seen on that day. If you cannot get in after trying more than two days, please advise the receptionist so she can try to accommodate you.

### **On-time Arrival for Office Visits**

Patients are seen on-time, so you will not have to wait long when you arrive. Therefore please arrive at least 5 minutes prior to your booked appointment to allow you to check-in and have your blood pressure checked. Patients who are late cannot be seen. When you arrive, please bring in your OHIP Health Card, and check-in with the receptionist, who will also book follow-up appointments if needed.

### **Virtual Care during COVID-10**

During the COVID-19 pandemic, most visits to the doctor will be conducted virtually to ensure continued care for patients that is safe and effective. This means that we will be using internet and the phone for visits rather than asking all patients to come into the office. In some cases you may ask you to come into the office, or visit a hospital if your condition cannot be reliably managed virtually. We do our best to ensure that any information you give to us during a virtual care visit is private and secure, however, there is a security risk that your health information may be intercepted or disclosed to third parties when using internet or audio communications tools. This applies in particular to email communications. We ask that you do not provide any personal details by email should you decide to use email. If you are concerned, please advise the receptionist that you do not wish to proceed in this manner, and you will be seen in person.

### **Home Visits**

For patients who are very sick (cancer, palliative, very frail), and who live in Port Dover and cannot leave their homes, home visits can be arranged. Please advise the staff.

### **Office Hours**

Office hours currently are 7.30-3.00 Monday and Thursday, and 7.30 AM to 12.00 PM on Tuesday and Wednesday. For all other times, please make use of our After Hours Clinic (see below), or call the office for further guidance.

### **After Hours Clinic**

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This clinic is held from 5 PM to 8 PM on Monday to Thursday, and Saturday from 10 AM to 1 PM. You must call this clinic to find out where the After Hours Clinic is located on that day, as the location and doctor on-call varies daily. Listen to the message for directions.

**Evidence-Based Medicine**

Over-investigating and over-treatment is harmful, can make you sick, cause anxiety, and wastes everyone's time. Only those treatments or investigations that provide a benefit for your health are offered.

**Complete or Annual Physicals**

This office has issued a guide titled "*How Often Should I Come for a Check-up?*". Complete check-ups are unnecessary, do not improve health outcomes. In accordance to best-practices, **no "annual check-ups" or "physicals" are done at this clinic.**

**Narcotics and other controlled substances**

This clinic is a very strict narcotic and controlled-substances policy. If you are on these drugs, you will have to sign a contract as a condition of receiving these drugs, and undertake drug testing and pill-counting at random times. Those who violate these conditions will have their privileges withdrawn. Short-acting drugs such as Percocet or Tylenol #3 are not prescribed for chronic pain conditions. Narcotics are not prescribed for fibromyalgia or headaches.

**Laboratory and X-Ray**

Please make arrangements to review results within two weeks. "No news" does ***not*** mean "good news". Generally, we will make a follow-up appointment once your results arrive, but please also be proactive - call us if you do not hear back from us.

**Fee-for-Service for Non-Insured Services**

OHIP only pays for medically-necessary services. OHIP does not pay for the completion of forms from your workplace, school, certain vaccines, sick-leave notes, etc.

**A fee applies for all forms, sick-notes, massage and chiropractor notes, insurance notes, letters, photocopies, non-OHIP vaccines.** This office has a list of how much these services cost.

**Return to work**

Inappropriate requests for prolonged time off work will not be entertained. **If you are deemed safe and healthy enough to return to work, you will be given a note to return back to work on the day after you are seen.** Return to work notes if requested by your employer will be billed to you.

**"Sick Notes:**

Retroactive leave-of-absence notes will not be provided. **Sick leave, if appropriate, starts on the day you have seen the doctor.** "Sick notes" will be billed the non-OHIP fee.