



## Patient Expectations

As part of the North Simcoe Family Health Network/Organization enrollment form that patients sign to become a **rostered patient**, there is the expectation that they arrange their primary care through our clinic first outside of medical emergencies or while traveling.

There is a mutual commitment between our physicians and our patients. Per the College of Physicians and Surgeons of Ontario (CPSO) guidance: *"physicians commit to provide comprehensive and timely care, and patients commit to seek treatment only from their enrolling physician or group except in specified circumstances. When patients seek care outside of a rostered practice, except in these specific circumstances, there is a risk that the physician's trust and the patient's continuity of care may be undermined."*

This means that the patient does not rely on outside use for primary care (which includes walk-in clinics both in-person and virtual).

EssentialMD and Dr. Song tries very hard to ensure timely access to medical care both for routine as well as urgent matters. Patients are expected to be familiar with the various ways to access care and to utilize them before considering alternative options:

1. North Simcoe FHN **After-Hours Clinic** operating 5-8pm Mon-Thurs and Sat 9am-Noon
2. Dr. Song's office has an **urgent appointment phone line** for same-day/next-day appointments (**705-915-3322 ext. 2**)
3. Dr. Song offers **prescription renewal appointments within 3-4 business days** available through online booking via our website. Pharmacists can also renew pre-existing prescriptions without a doctor authorization on an emergency basis if you need them sooner.
4. Patients may access **North Simcoe Family Health Team** primarily by self-referral for the Nurse Practitioner clinic, injections/immunizations, counselling/CBT, dietitian, well baby checks, etc.
5. Please visit our website: [www.essentialmd.ca/dr-song](http://www.essentialmd.ca/dr-song) for other ways to get care.

## What is considered 'Outside Use'?

Outside use means another Ontario physician(s) billed OHIP for medical services that are normally **expected** from your family physician (Dr. Byron Song) and their associated family health network/organization (North Simcoe Family Health Network).

This could be a walk-in clinic, telehealth service, or other clinic that isn't part of your family physician's network. This will generally apply to **most office-based visits performed by another family physician**. *This generally **does not** apply to medical services in a hospital setting (including Emergency Department visits) or from a specialist you were referred to. This also does not apply if you only saw a non-physician (i.e., nurse practitioner, pharmacist, chiropractor, dentist, etc...).*

## What are the concerns with 'Outside Use'?

Use of walk-in or episodic care services runs the risk of fragmented care. **Walk-in clinics do not share**

**their records with your family physician** and generally do not have access to your old records when providing you medical advice and assessments. **Your family physician has no reliable method of ensuring important test results or follow-up plans from your walk-in/episodic care physician do not fall through the cracks.**

When a patient has **outside use**, OHIP deducts the fee from your rostered physician as a direct financial penalty.

### **What if I need to use 'Outside' services?**

Your health is the most important priority and if our clinic was insufficient at providing medically necessary primary care in a timely manner, we will strive to improve. Dr. Song's practice aims to be as comprehensive and accessible as possible. Our clinic will send out a survey to patients when the clinic is notified of outside use. Please let us know in the form why it was necessary to seek another primary care provider so that we can improve.

Continued outside use may lead to being **de-rostered** from Dr. Song's comprehensive family medicine practice and the associated North Simcoe physician group.

### **What does it mean to be de-rostered?**

Being de-rostered does **not** mean that Dr. Song is no longer your family physician. Instead, it establishes that he is no longer the sole provider responsible for your primary care needs. If your health circumstances require you to regularly have outside use, being a de-rostered patient may be more suitable for your care.

As a de-rostered patient, you will still be Dr. Song's patient and will still be able to make appointments and have access to in-person and telehealth care. However, you may no longer have access to services only for rostered patients. These include:

- Medical services with Dr. Song *without* a formal booked appointment
- Addressing more than one medical issue per visit/appointment
- Access to the North Simcoe FHN After-Hours clinic

We understand that each individual has unique care needs and that those needs can change. Therefore, being a de-rostered patient to Dr. Song may be more suitable for your individual health and lifestyle needs. De-rostered patients can also request to re-roster at any time.

### **How do I get re-rostered?**

If your circumstances change and you wish to re-roster to Dr. Song, you can sign a new roster form. The form is easily accessible via the survey regarding outside use. You can also request this form from the clinic at any time.