CRANSTON RIDGE MEDICAL CLINIC

DEMOGRAPHIC FORM

(PLEASE INFORM US AT ANY STAGE OF INFORMATION CHANGES)

Last Name: _____ First Name_____ Initial _____ Title _____

(I prefer to be called _____) Date of Birth: mm_____dd_____yyyy_____

S M D W CL

Gender: _____ Marital Status: _____ Alberta HealthCare Number _____

*Out-of-Province Health Care No. (if you've been in Alberta under 3 months)*_____*Province*_____

Operator/Driver's License number: _____

Street Address:_____ City: _____

Province:_____ Postal Code: _____ Country _____

Home phone: (_____) _____ Work phone: (_____) _____

Cell number: (_____) _____ Email Address: _____

☐ By checking this box, I consent to the administration and nursing staff leaving a voicemail on my home or cell phone number, or encrypted email, and I will contact the clinic immediately if urgently requested to do so.

Occupation: _____

Language preference if not English: _____ Communication difficulties? ☐ No ☐ Yes *Details:* _____

Emergency Contact Name: _____ Emergency Contact Phone: (_____) _____

Responsible Party Name/Guardian: _____Relationship to Patient:_____

Regular Family Physician _____ based in _____

FOR OCCUPATIONAL INJURIES ONLY:

Employer's Name: _____ *Work Phone: (_____)* _____

Employer's Address: _____

City: _____ *Province* _____ *Postal Code:* _____

PLEASE READ THE OTHER SIDE OF THIS PAGE BEFORE SIGNING BELOW

ACKNOWLEDGEMENT:

I agree that the above-mentioned information is correct and current. I acknowledge that I have read the other side of this page and I understand the clinic's policies entitled Appointment Policy, Payment Policy and Cancellation Policy.

SIGNED: _____ (Patient)

or _____(Guardian/Parent)

DATE: mm_____dd_____yyyy_____

MEDICAL QUESTIONNAIRE

PATIENT NAME: _____

PREAMBLE / GENERAL (country of origin, how long in Calgary)	**EMPLOYMENT**
CURRENT MEDICAL HISTORY (eg. diabetes / high blood pressure / cholesterol / asthma / epilepsy/ arthritis)	**ALLERGIES**
CHRONIC MEDICATIONS	**PREVIOUS SURGICAL HISTORY**
FAMILY HISTORY (esp. young heart attacks / strokes / Alzheimers/ diabetes / high blood pressure / cancer)	**HABITS** (eg. drugs / alcohol / smoking)
GYNAECOLOGICAL HISTORY (if applicable) Menstruations – regular? Y/N ____ (every _____ days) Birth control ? Y/N ____ Brand _____ Last pap smear was when ? ___ ___ _____ mm / dd / yyyy	**WHEN WAS YOUR LAST COMPLETE PHYSICAL WITH BLOODWORK?**
MAIN COMPLAINTS TODAY	
DISCLAIMER: **This information is strictly confidential and is only used to give our doctors more information, so that they may be more informed when seeing and treating you.**	**ANYTHING ELSE WE NEED TO KNOW?**

PATIENT/CLIENT RIGHTS

Our professional preparation and values guide us to adopt an ethical behaviour and treat our clients with dignity and respect.
As a patient or client of Cranston Ridge Medical Clinic (CRMC), you have the right to:

- Obtain complete, clear information about the nature of your condition, your treatment plan and what you can expect in the future.
- Be informed about CRMC policies and practices related to your care.
- Involve your family appropriately in your care.
- Attend scheduled appointments to review your follow up progress.
- Ask questions and be involved in making decisions that will affect you.
- Refuse services at any time during your care, and end the relationship with the clinic and the physician.
- Be referred to a more appropriate health care provider if you need treatment not available at CRMC.
- Be treated without discrimination of your age, gender, sexual orientation, race, religion or medical condition.
- Know your care will not be affected if you file a complaint or appeal a clinical decision
- Know your personal information is kept private and shared only with the members of the team of CRMC involved in your care and with the organizations that you have agreed to be referred to.

PATIENT/CLIENT OBLIGATIONS

As patients and clients of CRMC you are expected to abide by the following obligations:

- To treat all members of staff, whatever their role, with respect and dignity
- To treat all other patients you may interact with using respect and dignity
- To refrain from using threatening, aggressive or offensive language, both verbal and non-verbal in every situation
- To refrain from being physically threatening or violent
- To come to your appointment on-time and at least 10 minutes ahead of schedule
- To comply with all CRMC policies and regulations while inside the premises
- To comply with staff directions and orders in case of emergency or natural disaster
- To inform CRMC at least 24h in advance if you cannot attend a scheduled appointment - if you cannot do so, you will be asked to reschedule the appointment for another day; failure to agree to reschedule the appointment will result in a $40 missed appointment fee being issued to you. At this point, a new appointment will only be possible after the $40 fee is paid in full.

ATTENTION!

This clinic adopts a zero-tolerance policy for staff abuse by patients. Verbal, non-verbal, physical, psychological, sexual or cultural identity abuse of staff may have anybody immediately removed from the premises, care may be refused, the patient may be struck off the register of our patients, and the incident may be reported to the police.
This policy is compliant with section 5b and 5c of the "Terminating The Physician-Patient Relationship in Office-Based Settings" regulation of CPSA (2014)

I agree with the above rights and obligations and I promise to abide by the regulations of Cranston Ridge Medical Clinic, and I understand that I may be removed from the patients' list of this clinic if in the future I should refuse to comply with the regulations of the clinic.

DATE _____ SIGNATURE _____

FREQUENTLY ASKED QUESTIONS

Do you accept new patients?

Yes, we do.

How do I get registered with this clinic?

Please download our Registration Form (one for each registrant) and drop it in at the front desk with your valid Alberta driving licence or ID that proves your current address in the province, and your provincial insurance card. When you drop the form in, you will be able to book an appointment with the family Physician or Nurse Practitioner you want to register with.

If I book a meet and greet appointment with the Doctor or the Nurse Practitioner, does it mean that I am automatically registered with them?

No. On the meet and greet appointment you and the doctor or nurse practitioner will agree together on whether you will be registered as a patient or you need the attention of another physician or nurse practitioner.

How long is an appointment in your clinic?

The average appointment with a Doctor is 10 minutes. Some patients require extra care and will be booked for 20 minutes. A complete physical examination with the Physician or with the Nurse Practitioner will take about 30 minutes. All RN-led walk-in appointments are 20 minutes long. Nurse Practitioner's appointments are also 20 minutes long.

Can I book a walk-in appointment over the phone?

No. Walk-in appointments are offered on a first-arrived-first-served basis. You are welcome to call in, though, to see if we have any free space available for the day. If we do, you should come in as soon as possible to make sure that you can book the next available slot.

What if I cannot make it for my appointment?

If you cannot make it on time for your appointment, please let us know as soon as possible. If the appointment is canceled more than 24 hours before the scheduled time there will be no fee. If it is canceled with less than 24h before the scheduled time the system will generate a $40 missed appointment fee. Alternatively, you may decide to reschedule your appointment for another day that is more convenient for you. Rescheduling the appointment will automatically wave the $40 missed appointment fee.

Do you offer over-the-phone consultations?

No. Over-the-phone consultations are among the greatest causes for clinical and professional errors, and may put the patient's safety at great risk. For this reason, Cranston Ridge Medical

Clinic does not allow physicians or nurses to consult patients over the phone. If you need to discuss something with a doctor or a nurse, please book an appointment by calling our front desk on 587-620-3930 between 8:00 am and 7:00 pm Monday to Thursday and between 8:00 am and 4:00 pm on Friday.

I am a patient visiting from another Canadian province, can I be seen as a walk-in patient?

Yes. We accept patients from other provinces. If you visit from Federal Canada, please have your provincial health insurance card with you together with your driving licence or ID card, and you will be able to see the Doctor or the Nurse at no cost. If you are a visitor from Quebec, your RAMQ card will not cover you for a Family Physician or Nurse visit. Instead, there will be a $140 out-of-province fee for your visit.

I am a patient visiting from overseas, can I be seen as a walk-in patient?

Yes. We accept patients from other countries for walk-in visits. There is a $140 out-of-country fee associated with this service. Alternatively, you may present your private insurance card and have it processed by the front-desk assistants when you book yourself for an appointment.

Are all services that you provide covered by Alberta Health Service insurance?

No. Some services are paid out of pocket or through your private health insurance. For a full list and price, please consult our website.

What languages do you offer services in?

We offer services in English, French, Spanish, Polish, Slovakian, Russian, Italian, Tagalog, Hindi, Punjabi, Gujarati, and Urdu. We also run a dedicated Spanish Language Facilitated Walk-In Service for Spanish speakers who do not feel confident speaking in English.

Why don't you allow Doctors or Nurses to accept gifts from patients?

At Cranston Ridge Medical Clinic, we strongly believe in delivering the highest standards of ethical care. We do not believe that there is any instance where accepting a gift from a patient, for a Doctor or Nurse, does not amount to bribery and corruption. While we do understand that these may not necessarily be the intentions of the patient offering a gift of gratitude to a healthcare professional, we never believe that it was morally and ethically appropriate for that professional to accept that gift. The gift must be politely refused by the professional in all circumstances. To learn more about why we do not allow Nurses or Doctors to accept gifts, please read the official statement and policy regarding gifts and bribery from the Clinical Manager by consulting our website.

What type of health professionals work at your clinic?

There is a variety of health professionals working at our clinic. Cranston Ridge Medical Clinic, as a minimum standard requirement, employs only staff who hold at least a Bachelor Degree from a recognized university. If you would like to know more about the professional profile

of our members of staff and the minimum requirements to work with us, please consult our website.

What is the difference between a Family Doctor and a Nurse Practitioner?

A Family Physician is a health professional who holds a Medical Degree and a Master Degree in Family Medicine. A Family Physician generally trained for a minimum of eight years to become one. A Nurse Practitioner is a health professional who holds a degree in nursing, two years of post-registration full time registered nursing practice and a Master Degree in Family Practice Nursing. A Nurse Practitioner generally trained for a minimum of eight years to become one. Even though their academic education is different, their scope of practice, capacity to treat and diagnose, as well as their medical knowledge is virtually the same. As a result, you may decide to register with either a Family Physician or with a Nurse Practitioner. To learn more about the similarities between a Family Physician and a Nurse Practitioner in Alberta, feel free to consult our website.

What is the difference between a Family Physician and a Registered Nurse in this clinic?

A Family Physician is a health professional who holds a Medical Degree and a Master Degree in Family Medicine. All Registered Nurses in this clinic hold a university degree in Nursing and as an additional requirement, either a minimum of 3 years of full-time family medicine or emergency medicine experience or a Master Degree in either Family Medicine, Emergency Medicine or Occupational Health. The scopes of practice of a Family Doctor and a Registered Nurse are different, even though sometimes these may overlap. For example, a Registered Nurse, may perform certain tasks that often are performed by Physicians, like assessing patients' history, vital signs, carrying out a full body examination. Our Registered Nurses are all qualified to see patients with minor ailments on a walk-in basis, and some may even be able to prescribe Schedule 1 medications, just like a physician.

What is the difference between a Registered Nurse and a Nurse Practitioner?

While both hold a Bachelor of Nursing from a recognized university, Nurse Practitioners have a Master in Family Practice Nursing, which trained them to diagnose illnesses and conditions, treat these diseases, and prescribe all medications independently just like a Family Doctor does. A Registered Nurse may only perform these tasks if aided by a precise and specific protocol. For this reason, a Nurse Practitioner can function as a primary care provider and have patients registering with them. A Registered Nurse may not be able to function as a regular primary health provider and, as a result, you will not be able to register with a Registered Nurse but only to be seen on an occasional basis for a walk-in when you need an urgent appointment and a Family Doctor or Nurse Practitioner are not available at that time.

Who are MOAs and why are they allowed to carry out some of the tasks that normally are carried out by Registered Nurses?

MOA stands for Medical Office Assistant. In general, an MOA is an undergraduate diploma offered by colleges or universities all across North America. As a rule, Cranston Ridge Medical Clinic only employs MOAs who also hold at least a Bachelor of Science Degree in a medically related subject such as medical statistics, biochemistry, biotechnology, medical technology,

etc. In addition to this, all our MOAs are clinically trained, and they are already in possession or studying towards both a Diploma in Community Healthcare Clinical Skills and a Diploma in Clinical Nursing Skills. All our MOAs are also obliged by contract to abide by the Canadian Nursing Association Code of Ethics and by the College and Association of Registered Nurses of Alberta Standards of Practice standard. As a result, whatever is disclosed to any of our MOAs is kept strictly confidential and all MOAs in our clinic comply with legal and professional standards that distinct professional Nurses.