



Braeside on 24th Medical Walk-in Clinic

11466 Braeside Drive SW

Calgary, AB T2W 4X8

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Braeside on 24th Medical Walk-in Clinic Policies – Updated September 6, 2023

1. Alberta Health and Wellness does not cover all medical services; including but not limited to, form completion, doctor's notes, and prescription renewal via phone/fax. There is a full list of private pay services in each exam room.
2. Most test results cannot be communicated by the front desk. A booked appointment for a phone call or an in-office visit with your physician is required to receive the result of any test.
3. Most prescriptions cannot be renewed by phone or fax as they require an assessment by a physician prior to renewal.
4. This clinic has a zero-tolerance policy for abusive behavior. Abusive behavior of any kind will be considered grounds for permanent dismissal from the clinic.
5. This is a busy clinic and medical emergencies can arise at any moment. This may affect wait times for walk-in visits as well as booked appointments.
6. This clinic requires 24 hours' notice for any appointment changes or cancellations. Any changes to a booked appointment without 24 hours' notice will result in a fee. ***\$55.00 per 15 minutes scheduled***
7. Any appointment missed without notification is considered a no-show appointment. Any no show appointments will result in a no-show fee. ***\$55.00 per 15 minutes scheduled***
8. It is the patients' responsibility to notify the front desk staff of any changes in address, phone number, and email address as soon as a change occurs. Failure to do so can affect our ability to provide you with adequate medical care.
9. This clinic participates in CII/CPAR through Alberta Health Services. For information regarding this please see the literature posted around the clinic or ask your physician.
10. Walk-in hours are subject to change without posted notice. If you come in as a walk-in patient after 3:00pm on a Monday, Tuesday, Wednesday, Thursday or Friday; or 11:00am on a Saturday there is no guarantee that you will be able to see a physician.

ACKNOWLEDGEMENT AND AGREEMENT

Once you have read and understand all the above policies, your signature and personal information is required at the end of the document. By signing below so, you are agreeing to abide by all the policies set in place by Braeside on 24th Medical Walk-in Clinic. Failure to follow clinic policies may result in permanent dismissal from the clinic.

Patient Name (printed): _____ Date of Birth: _____

PHN: _____

Parent/Guardian Name (printed): _____

Signature: _____ Date Signed: _____