

FAMILY PRACTICE AGREEMENT for Howden Medical Clinic (HMC)

I, _____, wish to register as a family practice patient of **Dr. Khalid** at Howden Medical Clinic and agree to the following:

1. Clinic Policies and Personal Information

I am responsible for reviewing and following the Clinic's current policies on the Clinic website. I will keep my health card, address, phone number, email current. Administrative and mailing fees may apply where the Clinic must prepare or mail correspondence. (<https://howdenmedicalclinic.com/policies-2-2/>)

2. Health Card and Registration

I will present a valid Ontario health card at each visit. If it is expired, invalid or cannot be verified, payment or a deposit may be required. Each adult must register using their own health card and personal information. A parent or legal guardian may register a child or dependent.

3. Uninsured Services

Some services are not covered by OHIP and are the patient's responsibility. Common uninsured services and estimated fees are listed on the Clinic website. Fees may vary depending on the service and are generally payable in advance.

4. Appointment Booking

Family practice appointments are primarily booked **online** and less via phone. Patients are expected to maintain an online booking account and use it for routine appointments. Telephone calls should generally be used for cancellations or matters that cannot reasonably be handled online or urgent matters.

5. Punctuality

Please arrive **10–15 minutes** before your appointment. Late arrival may result in a shortened visit, rescheduling or cancellation with a late arrival fee.

6. Cancellations and No-Shows

At least **24 hours' notice** is required to cancel or change an appointment. A fee may apply **even after one missed appointment or cancellation with less than 24 hours' notice**. Please contact the Clinic as soon as possible if unexpected circumstances arise.

7. Family Practice and Walk-In Services

Family practice visits are generally by appointment. Patients without an appointment, or who cannot obtain a timely family-practice appointment, may

use the Clinic's walk-in service subject to availability and Clinic policy. Hours may vary and you will see the walk-in doctor.

8. Test Results and Medical Information

Administrative staff cannot interpret test results or provide medical advice. Patients may be asked to book an appointment or wait for an authorized clinical team member to contact them regarding results or follow-up. Please **do not phone us for test results or email the clinic** as we are unable to reply.

9. AI-Assisted Documentation

The Clinic may use an **encrypted AI transcription tool** to assist with documenting the history, examination and information discussed during a visit. It is used for **transcription and charting only** and does not make diagnoses, provide clinical judgment or make medical decisions. The physician remains responsible for all clinical decisions.

10. Respectful Conduct

Patients are expected to communicate respectfully with physicians, staff and other patients. **Harassment, threats, abuse, discrimination or serious disrespectful behaviour** will not be tolerated and may result in appropriate action, including **termination** of the physician-patient relationship where permitted by professional and legal requirements.

Patient Acknowledgement

I confirm that I have read and understood this Agreement and am responsible for reviewing and following Howden Medical Clinic's current policies.

Patient Name: _____

Patient / Guardian Signature: _____

Date: _____

Children / Dependants Under 18 Covered by This Agreement:

Thank you for your attention.

HMC