

## Mission Statement

*Patients and clients are at the forefront of our organization and to this end we are committed to providing excellence in medical care and services that are accessible, provided by compassionate professionally trained medical staff, clearly meet the defined needs of patients and clients, and the provided premium care is the result of cutting edge research and diagnostics.*

J B N M E D I C A L  
D I A G N O S T I C

2951 Walkers Line  
Suite #301  
Burlington, Ontario  
L7M 4Y1  
Phone: 905-331-3101  
Fax: 905-319-2499  
Email: [info@jbnmedical.com](mailto:info@jbnmedical.com)

IMPROVING YOUR ODDS IN  
THE FIGHT AGAINST DISEASE...

# PATIENT GUIDE TO MEDICAL SERVICES



905.331.3101

J B N M E D I C A L D I A G N O S T I C  
S E R V I C E S I N C .

# SERVICES PROVIDED

**Covered by OHIP** – services covered by OHIP are provided to patients with valid Health Card. It is patient's responsibility to obtain coverage and provide proof of insurance with each visit. Patients without valid OHIP coverage who are residents of Canada will be billed OHIP rates and an administrative fee with each visit. Out of country patients will be billed OMA rates for all services provided.

**Covered by WSIB** – for WSIB related services patient is required to provide all appropriate claim documentation.

**3<sup>rd</sup> party services** (requests made by another party) – fees apply for medical and non-medical services provided. The requesting party may pay directly or the patient maybe responsible for the payment and seek reimbursement.

Insurance reports

Employer reports

Government reports

Medical legal assessments

Drivers medical

**Personal uninsured services** – requests for health care not insured by any of the above categories. Examples:

Diagnostics: ABPM, BNP testing

letters and notes

chart review and transfer

telephone advise

missed appointment fee

Additional charges may include fees for long distance calls, faxing and photocopying.

Full fee schedules are posted in all exam rooms and a copy is also available at the reception desk. We accept cash, Visa, Master Card and personal cheques (NSF cheques subject to an additional charge).

## HOURS OF OPERATION

Clinic hours are Monday to Thursday 9AM to 4PM and 9AM to 1PM on Friday. We do not close for lunch.

## CONTACTING US

Please call 905-331-3101 for all your inquiries. Our telephone line is answered by an auto attendant, offering simple choices. If you are unable to make a selection press ZERO or stay on the line and an operator will assist you. In the event your call is directed to a voice mail please leave your name and phone # and your call will be returned promptly.

In case of emergency call 911 or go to the nearest Hospital Emergency. Our clinic is not a walk-in urgent care centre. However, if possible, our physicians will make themselves available to other doctors treating you for any medical emergency.

**PLEASE NOTE** you have to make an appointment to discuss test results or to obtain prescription repeats.

## APPOINTMENT CANCELLATION POLICY

An appointment can be cancelled up to 24hrs prior to the scheduled time (Monday appointments have to be cancelled by Friday, early morning). If an appointment is missed without a valid reason, we reserve the right to charge a no show fee before rescheduling. Patients who fail to show for 2 consecutive confirmed appointments can be deemed non-compliant and will be returned to the care of family physician.

## OTHER INFORMATION

- Please allow 2 weeks for completion of any dropped off forms (3<sup>rd</sup> party charges may apply).
- Access to information: as a patient you have the right to request information from your chart (administrative charges may apply).
- Protection of Personal Information and Electronic Document Act (PIPEDA) – your personal information is always kept confidential. We require your signed consent to share the information with other professionals. Exception to this rule can be made in case of medical emergency. JBN PIPEDA policy is displayed at Reception A and B.

## ALLERGY INJECTIONS

Current allergy injection schedule is available at Reception B and at [www.jbnmedical.com](http://www.jbnmedical.com). We reserve the right to make last minute changes. Please call 905-331-3978 before coming out.

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