



## WHAT OUR PATIENTS NEED TO KNOW ...



### **Bowmont Medical Clinic**

6535 Bowness Road NW  
Calgary, Alberta T3B 0E8  
[www.bowmont.ca](http://www.bowmont.ca)

Phone: 403-247-9797  
Fax: 403-247-0014

## WELCOME TO OUR CLINIC

Our clinic provides comprehensive health care for your entire family.

### **Clinic Hours:**

Monday to Thursday  
7:00 a.m. to 8:00 p.m.  
Friday 7:00 a.m. to 5 p.m.  
Saturday 9:00 a.m. to 3:00 p.m.

Office Manager: Ginny MacDougall  
[ginny@bowmont.ca](mailto:ginny@bowmont.ca)

### **Electronic Chart:**

Bowmont Medical Clinic started collecting demographic and medical information electronically in 2003. This information will be used solely for providing you health care. No information will be released without your permission. If you have further questions regarding this please contact Ginny.



### **To schedule an appointment by phone or email**

You will be asked the following information:

- The specific reason for your visit (so we can schedule the appropriate amount of time).
- Your full name (to access your records).
- Your current address and telephone number (so we can reach you if necessary).

Appointments are booked about 1 week in advance. We do reserve a few slots each day for emergencies, sudden severe illness, or urgent single issue appointments. When this is the case, please do not hesitate to call our office and explain your situation so that you can be seen as soon as possible by one of the clinic physicians.

**Please ...**

If you are unable to attend a scheduled appointment, call the office to cancel as soon as possible. You can cancel an appointment via email @ [clinic@bowmont.ca](mailto:clinic@bowmont.ca) or leave a message on voice mail on #60. There is a \$50 fee for any appointments that you are a no-show.

Make separate appointments for each family member.

Please update your address and phone number if you have changed either since your last visit.

Our busiest time is between 8:00 a.m. – 10:00 a.m.

If at all possible, for non-emergency problems, please try to call us after 10 a.m. or visit

**[www.bowmont.ca](http://www.bowmont.ca)**  
and make your appointment online.

### **We value your time (and ours).**

You can help us keep your waiting time to a minimum and the doctors to their schedule by:

- Making an appointment for each concern.
- Arriving on time.
- Checking in with our receptionist upon arrival.
- Making separate appointments for each family member.

### **Test Results**

These are reviewed with your physician on a return visit. This policy is to provide for your safety, peace of mind and confidentiality.

Please book an appointment 1 week after your last test to review your non-urgent results. Please do not call for results as these will not be given over the phone.

### **Physician Responsibilities**

In addition to routine care, we are here for you and we are responsible for providing the following:

- Extended hours and Saturday walk-in
- Obstetrical care, emergency services
- Immunizations
- Pre and post travel advice
- Elder care, etc

### **Patient Responsibilities**

In return we expect you to be responsible for certain things:

- Attend all appointments booked and please arrive on time. You may not be guaranteed an appointment with your doctor if you are late.
- Be courteous to our staff
- Understand there are costs you may be responsible for that AHW does not pay
- Be honest with your physician
- Understand that some specialists book 2 years in advance
- Book an appointment to discuss your test results
- Book a return visit if your condition worsens, does not improve as expected or if you are concerned in any way.
- Cell phone usage is not permitted in the Clinic.
- Please let the receptionist know if you are making an appointment to address a mental health issue as a longer counselling appointment will be given to you.

### **Uninsured Services**

Some services you will be billed directly for include the following:

- Transfer of records.
- Private letters and forms (sick notes, etc.).
- Insurance Forms (disability, etc.).
- Third-party letters / examinations.
- Telephone advice.
- Certain de-insured procedures.
- Telephone prescription renewals.
- Travel advice and immunizations.
- Missed Appointments \$50.00. Please be aware if you do not cancel with 24 hours notice you will be billed. After 2 missed appointments you will be asked to find another physician.

*Payment by cash, VISA, Mastercard and Debit.*

### **Prescription Renewals**

To ensure optimal medical care, we prefer not refill prescriptions over the phone. It is important that your condition and medication are reviewed on a regular basis.

### **After Hours**

If you have a life-threatening emergency, call 911 or proceed to your nearest hospital emergency room. A clinic physician is available after hours and on weekends. Calling the clinic (247-9797) after hours will provide you with the name and number of the on-call physician or alternatively you can attend the Primary Care Network after hour clinic. Please do not use this service for non-urgent prescription refills.

### **Shared Care**

In order to provide continuity and the highest quality of care to you, our patients, we have other physicians who will work in the clinic from time to time. These doctors are available to see you when your physician is not. They allow the clinic to be open extended hours and will also cover physician holidays.

## **BOWMONT TRAVEL CLINIC**

Travel medicine focuses on health promotion as a means to maintain the health and well-being of travelers.

- Travel Advice based on your itinerary
- Recommendations on immunization
- Pamphlets and booklets with relevant travel information
- Immunizations
- Malaria information and prescriptions
- Immunization Record Booklet
- Yellow Fever Centre

Contact us through our web site:  
[www.bowmonttravel.ca](http://www.bowmonttravel.ca)

**PLEASE KEEP THIS BROCHURE  
FOR FUTURE REFERENCE**