

Seawatch Medical Clinic- Patient Policy

Office hours

Our office is open from

- 8.00am – 4.30pm Monday through Friday
- Closed for lunch from 12pm – 1.10pm daily & closed on all BC Stat holidays
- Our phone hours are 9am-11.30am and 1.30pm – 4.30pm
- Online booking available at www.seawatchmedical.ca

Your physician's hours may vary week to week, as we provide comprehensive care that includes hospital visits, outreach, and home visits.

Appointments

When booking, please give our receptionist a brief reason for your visit — this ensures you get the right amount of time and helps your physician prepare.

If your physician is away, you may be offered an appointment with their covering physician (locum).

We do our best to stay on schedule, but appointments sometimes run over. We appreciate your patience.

Please keep your contact information and home address up to date with reception. If you move outside our catchment area, you may need to register with a closer clinic. Patients must always be able to attend in person if requested by their physician.

Visit Types

We offer both in-clinic and phone appointments. For phone visits, please ensure your phone accepts calls from blocked or private numbers, and be ready in a quiet spot with good reception five minutes before your appointment.

We no longer operate a waiting room. If an exam room isn't immediately available, you may be asked to wait in your vehicle with a pager.

No-Show Policy

Missing an appointment without advance notice prevents other patients from accessing care. A fee will be charged:

- Standard appointments: \$35
- Complex or procedure appointments: \$70

Appointments can be cancelled online up to 48 hours ahead. Within 48 hours, please call us at 250-923-1189. Outside office hours, leave a message.

If you arrive more than halfway through your scheduled appointment time, you will be asked to rebook.

If this fee creates financial hardship, please let your physician or our staff know.

Ambient AI Scribe

Your physician may use an AI scribe tool to assist with clinical notetaking. It listens to your appointment conversation and generates a draft note, which your physician reviews and edits before it's added to your record.

Your physician will ask for your consent before using this tool. You have the right to decline, and doing so will not affect your care. You may also withdraw consent at any time during the visit.

Audio is processed in real time and not stored long-term. Notes are kept only in your secure medical record, in accordance with BC privacy legislation. Questions? Contact the Clinic Manager at director@seawatchmedical.ca.

Code of Conduct

We're committed to a respectful, welcoming environment for everyone. Please be mindful of others' privacy and space.

A chaperone may be required for certain examinations.

We have a zero-tolerance policy for threatening, violent, or harassing behaviour toward staff or other patients — whether in person, by phone, or in writing. This includes verbal threats, physical aggression, property damage, and discriminatory remarks. Anyone engaging in such behaviour will be immediately dismissed from the clinic.

We welcome respectful feedback and concerns. Please reach out to the Clinic Manager at director@seawatchmedical.ca.

For the safety of staff and patients, CCTV cameras operate in the reception area and public areas outside the clinic.

Patient information and images will never be shared on social media or any public platform.

Prescriptions & Medications

Medication refills require an appointment — please book well in advance. Same-day appointments are for urgent concerns. A phone appointment is usually sufficient for refills.

Altering any prescription, requisition, or medical document is fraud and will result in immediate dismissal from the clinic.

Controlled Substances

(e.g. opioids such as Tylenol 3, morphine, hydromorphone, tramadol, Percocet, fentanyl, oxycodone; benzodiazepines such as lorazepam, clonazepam, oxazepam, diazepam; stimulants such as Ritalin, Concerta, Vyvanse, Adderall, Biphentin)

If you take controlled substances, be aware that random urine drug screens may be requested in line with College of Physicians and Surgeons of BC guidelines. Declining to provide a sample will result in discontinuation of your prescription. In-person appointments may be required for refills. All controlled substance prescriptions are faxed directly to your pharmacy.

Test Results & Records

If your results are normal, you may not hear from us.

Medical records requests are typically fulfilled within one business day. Contact reception to receive a secure link for the transfer.

Records from other clinics are subject to the timelines of the originating clinic. We are unable to expedite these.

After-Hours Urgent Care

For urgent medical concerns outside office hours:

- Call 8-1-1 (HealthLink BC) to speak with a registered nurse
- Visit a walk-in clinic
- Go to your nearest emergency department
- Call 9-1-1 for life-threatening emergencies
- 9-8-8 National Suicide Crisis Helpline

Privacy

Your personal health information is collected, used, and protected in accordance with BC privacy legislation. Questions or concerns? Contact the Clinic Manager.

Non-MSP Services

Any service not covered by MSP is subject to a fee, in line with the Doctors of BC fee guide. The current fee schedule is available at seawatchmedical.ca/fees-for-non-insured-services & is, posted in every exam room and available in print at reception.

Common examples include driver's medicals, travel forms, sports or employment clearance, insurance documents, and records requests. Cosmetic procedures such as wart removal (except feet/genital area) and certain immunizations also attract a fee.

If you have private insurance, you may be able to claim these fees, however, you will need to pay the clinic directly and submit your claim separately, as we do not deal with insurance companies on patients' behalf.

If the cost presents a hardship, please speak with your physician.

By signing below, I confirm that I have read and understood this policy.

Name (printed): _____

Signature: _____ Date: ____ / ____ / ____

If signing on behalf of a patient, please indicate your relationship:

Parent / Guardian of a minor

Patient name: _____

Substitute decision-maker / Legal guardian

Patient name: _____

Relationship: _____