

Dr. Ravi Beri Dr. B. Tyrell Dr. A. Mazurek Dr. R. Thavarajah Dr. M. Cooner Dr. Reema Beri P: 604-531-5575 ext 1 F: 604-535-0126	Dr. J. Nolte Dr. V. Gaussmann Dr. P. Mukheibir Dr. M Brockman P: 604-531-5575 ext 2 F: 604-535-0126	Dr. I. Amankwe Dr. E. Baasch Dr. P. Brar Dr. R. Balakrishna Dr. P. Kapoor Dr. W. Darwish P: 604-531-5575 ext 3 F: 604-542-2559	Dr. L. Perold Dr. E. Terekhova Dr. S. Tayebi Dr. R. Sangha Dr. N. Darby Dr. A. Riarh P: 604-531-5575 ext 4 F: 604-542-2559	Hilltop Walk-In Clinic P: 604-531-5575 ext 5 F: 604-531-2041	Dr. Jane Wu – Int. Medicine Dr. B. Nouthé – Int. Medicine Dr. S. Manhas – Int. Medicine Dr. J. Milligan - Pediatrician Cardio Dept. P: 604-531-5575 ext 8 F: 604-541-9563
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Dear Patient,

Welcome to Hilltop Medical Clinic!

Please kindly read this document and sign (on page # 6) if you are in agreement with the Dr. Reema Beri’s practice policy.

BACKGROUND:

Dr Reema Beri graduated from Keele Medical School in England in 2010. She became a GP in 2015 in Surrey, UK. She moved to BC in May 2022. She has two young children who keep her busy whilst she continues to practice medicine in her new hometown in Canada.

CODE OF CONDUCT:

Dr. Beri celebrates all patients for their full identity. Dr. Beri also focuses on preventative care and encourages her patients to live a healthy lifestyle and take an active role to better their health. Dr. Beri practices patient centered using the most up to date, evidence-based medicine to guide and personalize your care.

HONESTY:

Dr. Beri encourages full transparency and honesty within all consultations. Full honesty allows her to provide the best care possible. Dishonesty or any degree of deception will not be tolerated as it affects the ability to build a genuine therapeutic doctor-patient relationship.

CONFIDENTIALITY:

Confidentiality is a patient right and your personal information will be protected. Should any external institution request medical information about you, whether it be your dentist, lawyer or any other body, Dr. Beri requests that a consent form is provided by the said institution and is signed and dated by yourself, before any information is shared. There are rare circumstances in which information from your file may be shared with appropriate authorities, namely if there is a concern about your imminent safety, or the safety or abuse of minors/dependents/vulnerable adults/the public.

ZERO-TOLERANCE POLICY:

Dr. Beri expects respectful behaviour from all patients and their relatives when they interact with any of the staff at Hilltop Medical. She has a zero-tolerance policy for disrespect, harassment, sexism, racism, homophobia, violence, and threats of any sort. Dr. Beri expects her staff and colleagues to be treated with the same level of respect you provide her. Any acts of disrespect, harassment, threats and violence towards any staff or other patients will not be tolerated and will result in an immediate discontinuation of the therapeutic relationship and termination from the practice.

STAYING ON TIME:

Dr. Beri strives to stay on schedule so you don't have to wait and also so she can get home on time to her young family at the end of the day. However, there may be times where she may run late as some consultations are more complicated, these will hopefully be rare occurrences.

We advise you to be at least 5 minutes early for all scheduled appointments, this is so that you can be brought to the

clinical room and if needed have up to date measurements (height/weight/blood pressure) or appropriate preparation for examination can be done.

Please note there is a great deal of construction being carried out around the surrounding roads as your approach the practice so please allow additional travel time to ensure that you arrive on time for your appointments.

DURING THE CONSULTATION:

Please advise Dr. Beri at the START of the appointment of what you hope to leave the appointment with (prescriptions, lab requisitions, referrals etc.) so we can budget our time together at the BEGINNING of the appointment.

From the outset of the consultation please let her know your main concern and if you have more than one concern.

Due to the length of each appointment, Dr. Beri may not be able to address every concern. Given that medicine can be complex, more often than not it is only possible to sort through one issue thoroughly within a 10-minute consultation. There is no guarantee that she can sort through every concern but by telling her if you've got more than one problem it will help her organize your consultation accordingly, deal with the most critical issue and plan ongoing consultations should you need to return. This is so that each problem can be addressed thoroughly. This ensures high quality care and keeps her clinic running on time for the rest of her patients.

If English is not your main speaking language, please kindly bring a family member or friend who can understand and speak English so they can translate for you. Dr. Beri only speaks English.

INVESTIGATIONS DONE OVERSEAS:

Dr. Beri would like all patients to understand that if they organize medical investigations overseas and expect her to act on them, then all reports must be translated into English and be in writing by a proper translator. However, my overall expectation is that if patients get medical treatment or investigations abroad, I fully expect them to follow up with the ordering physician themselves within that country.

LONG-TERM RELATIONSHIPS AND COORDINATION OF CARE:

This means that Dr. Beri is the first point of contact for all health concerns (excluding emergencies), and Hilltop Walk in Clinic after that. If you use other walk-in clinics or virtual care providers on a regular basis, Dr. Beri will take that as sign that you do not wish for her to provide longitudinal care and you will be discharged from her practice. Dr. Beri takes pride in knowing your health history and by having a family doctor subtle patterns of disease can be picked up by someone who has access to your previous medical history and notes.

As a patient, you agree to name your family doctor when asked by another healthcare provider, so that Dr. Beri will receive notes from said providers and be able to provide the appropriate follow up.

PROACTIVE PATIENT MANAGEMENT:

Dr. Beri reviews her patient list every few months and recalls those who are due for clinical reviews or prevention measures such as blood pressure checks etc. If Dr. Beri hasn't seen a patient who is on medication in over a year or a patient who isn't on medication in three years, the patient will be contacted to confirm that they haven't moved or changed family physicians. If we hear nothing back, the chart will be made inactive, and the patient removed from the practice list.

BOOKING APPTS:

Appointments can be made in person at the office or by calling the office phone number. Visits are generally scheduled every 10 minutes. Spots will be reserved each day for 'same day appointments'. These are meant for acute concerns only and are prioritized for children, elderly and complex patients.

LATE POLICY:

Dr. Beri understands that circumstances may prevent you from arriving to your appointment on time, if this is the case please call her staff at least 10-minutes before your scheduled appointment. If you do arrive late, there is no guarantee that Dr. Beri will be able to see you and you may need to be rescheduled.

If you arrive more than 15-minutes late without appropriate notification you will be subject to the no-show policy.

CANCELLATION POLICY:

All scheduled appointments must be cancelled at least 24-hours prior to the appointment start time. If this condition is not met, patients will be subject to the no-show policy.

If Dr. Beri needs to cancel your appointment for any reason, her staff will do their best to reschedule your appointment as soon as possible.

NO SHOW POLICY:

Dr. Reema Beri may make exceptions to this policy on a case-by-case basis, but generally strictly enforces her no-show policy.

If you are subject to the no-show policy (as outlined above in the Late and Cancellation Policy sections), the following will apply:

- You will be charged a no-show fee of \$50
- You will not be allowed to book an appointment with Dr. Reema Beri for any reason until the no-show fee is paid in full

PRESCRIPTION RENEWALS:

Dr. Beri does offer prescription renewals by phone at the moment, please note that it is your responsibility to ensure you arrange your telephone appointment in good time i.e. Allowing at least 1-2 weeks prior to your medication running out. Please note prescribing refills over the phone is at Dr. Beri's discretion, there are some clinical scenarios where she will require an in-office visit before issuing a refill.

LAB REQUISITIONS:

Please take care of noting when Dr. Beri requests follow up blood tests, not all blood tests need to be done straight away, sometimes Dr. Beri will give you a requisition to have bloods done in a few weeks or months' time. Doing them earlier duplicates Dr. Beri's workload.

Please also try to avoid getting routine labs done on Fridays, Saturdays and when Dr. Beri is on leave, as she may not be available to pick up the results when she is not in office. If there is a clinical need to get the lab work done on a Friday or Saturday or if she's on leave she will communicate that to you ahead of time.

UP TO DATE CONTACT DETAILS:

Please always let the clinic know about your most up to date contact details including preferred pharmacy, cell number, email and home address, that way we can contact you appropriately.

CONTROLLED SUBSTANCES

Dr. Reema Beri follows the Canadian Guidelines for Opioid and Benzodiazepine prescribing. She will require an opioid contract if you routinely take opioid medications. This opioid contract outlines expectations including but not limited to random drug testing.

As a patient, you agree to provide a random urine sample within 24-hours, per provider's discretion, if you are being prescribed controlled medications including but not limited to opioids, stimulants, and benzodiazepines. Failing to do so may lead to a delay, reduction, or cessation of the medication. Dr. Reema Beri is also judicious when prescribing hypnotic medications (i.e. "sleeping pills"), and generally uses hypnotics as temporary solutions only.

If you are on high doses of opioids, benzodiazepines, hypnotics, or other controlled substances it is expected that you will be willing to work together to lower these medications to safer doses. Dr. Reema Beri rarely prescribes these types of medications for long-term use. She will not prescribe them just because you are already on these medications or they have been prescribed by another doctor. If you have been taking them chronically, Dr. Reema Beri may need to wean her patients off these medications altogether in a safe and tolerable manner.

ALTERNATIVE AND NATUROPATHIC MEDICINE

Dr. Reema Beri is a trained Medical Doctor, she practices evidence-based medicine, and follows the Canadian guidelines. She respects her patients' decisions to pursue alternative and naturopathic medicine to complement their care. However, she has not been trained in these areas. As such:

- She does not routinely prescribe alternative medicines
- Your naturopath will be responsible to follow up on any and all tests that they order, and make any appropriate referrals based on their findings
- Dr. Reema Beri will only order tests recommended by your naturopath if they are medically necessary.

VACCINATIONS

Dr. Reema Beri advocates that all her patients have their routine childhood vaccinations. If you or your children have not received their set of routine childhood vaccinations, you will only be permitted to book appointments at the end of the workday. This is to protect other patients who may be immunocompromised or at risk of serious harm if they were to contract a communicable illness.

UNINSURED SERVICES

There are several services that are not covered by MSP and patients may be charged. The list is extensive and generally includes, but is not limited to, sicknotes, forms, cosmetic procedures, medico-legal services and certain driver's physicals.

If you have forms to be filled out, please let the staff know when you book your appointment. Please make sure that you fill out all the sections that are "to be filled out by the applicant." Not all forms can be filled at the time of the visit and may need a longer time to complete. Some forms may need a specialist's opinion if necessary.

The costs of these uninsured services are based on the most up-to-date recommendations outlined by Doctors of BC.

LEARNERS

Dr. Reema Beri does not currently have medical students (learners) in her office. However, she has a passion for education and may eventually host medical learners in her practice. She asks that if medical students are present, you consider participating in their learning experience. However, this is optional and not a requirement to register as one of her patients.

LEAVE

There may be periods when Dr. Reema Beri's availability is limited (i.e. reduced hours for any reason).

If Dr. Reema Beri has to take a temporary leave for an extended period of time for any reason, she will try her best to hire a locum physician or have a colleague cover him while She is gone.

Please note that Dr. Beri has two young children, who will inevitably become unwell and unable to attend daycare at some point. This may at times lead to rescheduling clinics, the team at Hilltop will try to do this as swiftly and much notice as possible.

COMMUNICATION AND PRIVACY

You consent to receiving communications from your physicians and staff by telephone, email, and other electronic communication methods, with the understanding that these modes of communication are not secured and may contain sensitive personal health information.

You accept that care may be provided by telephone, text, email, or other electronic communication methods when needed. You understand the risks for your medical information to be intercepted and the risks with unauthorized disclosure of information, given that these modes of communication are not secured.

You understand that care provided through video or audio communication cannot replace the need for physical examination or an in person visit for some disorders or urgent conditions. You will seek urgent care in an Urgent Care or Emergency Department as necessary.

You consent for your family doctor to obtain records from doctors, other allied health care providers, and/or healthcare facilities. You also consent for your family doctor to send information to other healthcare or allied care providers/facilities when necessary.

You consent to have your medical information accessed by your family doctor through but not limited to Medinet, PharmaNet, and Care Connect.

You accept that audio and/or video recording by you and/or your caregivers is not permitted in public spaces within the clinic including but not limited to the waiting room, as it can breach the privacy and confidentiality of physicians, staff, and patients. Impermissible audio and/or video recording in public spaces within the clinic may lead to a discontinuation of the therapeutic relationship and termination from the practice.

You accept that any audio and/or video recording by you and/or your caregivers of your family doctor and/or her staff in the patient exam room and/or virtual encounter (such as telephone appointment) without her/their permission and/or knowledge may lead to breakdown of the therapeutic relationship and may lead to termination from the practice. If an audio and/or video recording of the patient encounter with your family doctor and/or her staff is done in the patient exam room and/or virtual encounter, a copy must be given to your family doctor/staff as part of the patient medical notes/records with the understanding that there are risks for your medical information to be intercepted and with understanding the risks of unauthorized disclosure of information, given that these modes of recording and communication are not secured.

TERMINATION OF PHYSICIAN-PATIENT RELATIONSHIP

Please be aware that discontinuation of the therapeutic relationship and termination of the physician-patient relationship may occur in the following situations but not limited to:

- Disrespect, harassment, threats, and/or violence as described above
- Audio and/or video recording without permission as described above
- Excessive use of outside walk-in clinics
- Routinely showing up late to appointments or missing appointments (even if no-show fees are paid)
- Significant breakdown in the physician-patient relationship, including irremediable differences in philosophy of care
- If the practice size is decreased/reduced for any reason

Please note that this list is not exhaustive, and there may be circumstances not listed above that result in termination of the physician-patient relationship.

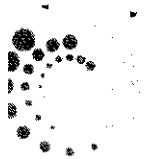
If for any reason you wish to terminate the physician-patient relationship AFTER signing this document, please do so in a written manner. Once written notice is received by her staff, the relationship will be terminated in an appropriate manner.

If this sounds like a good fit, you then please sign up or continue to remain on our patient list. If not, Dr. Beri appreciates your honesty and you can check out medimaps.ca for a physician who is accepting new patients in your area.

Sincerely,



Dr Reema Beri



HILLTOP MEDICAL CLINIC

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By signing below, you agree to the following:

1. I agree to abide by the privacy policies as outlined in this document and the website
2. I agree to contact Dr. Beri’s office first when I have non-emergent medical concerns
3. I will list Dr. Beri as my family physician when I visit other care providers so that they receive copies of my test results
4. I am aware that some services are not covered by MSP (e.g. sick notes, disability forms, cosmetic skin lesion treatment etc. - this list is not exhaustive)
5. I will contact the office when I move /change family physicians
6. I am aware that no-shows (not coming for an appointment without prior cancellation/notice) may result in a \$50 fee.
7. I have read and respect the zero-tolerance policy

If you have any questions about the above, please contact the staff at Hilltop for clarification.

By signing this document, you are declaring that you have read this document in its entirety (6 x pages) and are willing to abide by the Code of Conduct and Practice Policies while enrolled as a patient of Dr. Reema Beri.

DATE OF SIGNING: _____

PRINTED NAME OF PATIENT/GUARDIAN: _____

SIGNATURE OF PATIENT/GUARDIAN: _____

(This contract must be signed by each patient of Dr. Reema Beri’s, not one contract per household)

Email Address: hilltopmoa@hilltopmedical.ca or drop off to the clinic

Please make the email subject line: **ATTN: Dr. Reema Beri**