



Dr. A. Odedra Dr. B. Tyrell Dr. A. Mazurek Dr. R. Thavarajah Dr. M. Cooner P: 604-531-5575 ext 1 F: 604-535-0126	Dr. J. Nolte Dr. V. Gaussmann Dr. P. Mukheibir Dr. M. Brockman Dr. J. Griffiths P: 604-531-5575 ext 2 F: 604-535-0126	Dr. I. Amankwe Dr. E. Baasch Dr. P. Brar Dr. S. Ganjbakhsh Dr. P. Kapoor P: 604-531-5575 ext 3 F: 604-542-2559	Dr. N Darby Dr. E. Terekhova Dr. S. Tayebi Dr. R. Sangha 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 P: 604-531-5575 ext 8 F: 604-541-9563
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DR. MATTHEW BROCKMAN MD, CCFP

PATIENT CODE OF CONDUCT and PRACTICE POLICIES

To whom it may concern,

It is with great excitement that Dr. Brockman will be taking over your primary care!

To ensure a strong start to the physician-patient relationship, the Code of Conduct and Practice Policies are outlined below.

Please read this document in full before signing. Although not legally binding, it will be used as the standard by which Dr. Brockman will operate his practice.

1. Code of Conduct

Dr. Brockman is a proud member of the LGBTQ+ community and celebrates all his patients for their full identity. Patients are welcome to be a part of his practice regardless of their religious affiliation, race, primary language, country of origin, physical/cognitive abilities, sexual orientation, gender identity, relationship status or socioeconomic position.

Dr. Brockman practices patient-centered, evidence-based medicine. He will try his best to use the most up-to-date medical information to guide and personalize your care.

Dr. Brockman encourages full transparency during all his visits. Full honesty allows him to provide the best care possible. Confidentiality is a patient right, and your personal information will be protected. There are, however, rare circumstances in which information collected during your visits may be shared with the appropriate authorities (namely if there is a concern RE: your imminent personal safety, or the safety/abuse of minors/dependents/elders).

Dr. Brockman expects respect for all members of the medical team. He and his staff have a zero-tolerance policy for harassment of any sort. **Any acts of harassment and/or violence towards the physicians, staff members, learners or other patients will not be tolerated and will result in an immediate discontinuation of the therapeutic relationship and termination from the practice.**



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2. Appointments

General Information

Dr. Brockman has the utmost respect for his patients’ time, and as such always tries to be as punctual as possible. It is best to be at least 5 minutes early for all scheduled appointments.

Sometimes he may be running late as visits become more complicated. These are rare occurrences. Due to the length of each appointment, he may not be able to address every concern. Depending on the nature of your concerns, he may only be able to address 1-2 items per visit. This ensures high quality care, and keeps him on time for all his patients.

Booking Appointments

Appointments can be made in person at the office or by calling the office phone number. Visits are generally scheduled every 10-15 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. Brockman understands that circumstances may prevent you from arriving to your appointment on time. If this is the case, he expects a phone call to his staff *within at least 5 minutes of (before or after) your appointment start-time.*

If you arrive late with appropriate notification, you will have to wait until he is available to be seen. In some cases, you may need to be rescheduled.

If you arrive late without appropriate notification, you will likely 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. Brockman needs to cancel your appointment for any reason, his staff will make their best efforts to reschedule your appointment as soon as possible.



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No-Show Policy

Dr. Brockman may make exceptions to this policy on a case-by-case basis, but generally strictly enforces his 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 the current **no-show fee as listed in the Hilltop Clinic Uninsured Policies:**

www.hilltopmedical.ca/uninsuredpatientfees

- You **will not** be allowed to book an appointment with Dr. Brockman for any reason until the no-show fee is **paid in full**

3. Prescription Renewals

Dr. Brockman does not routinely renew prescriptions by fax or phone. He will ensure to prescribe enough medications and refills to last until your next visit. It is your responsibility to ensure you have a follow-up visit prior to your medication running out.

4. Controlled Substances

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

Dr. Brockman 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, or hypnotics it is expected that you will be willing to work together to lower these medications to safer doses. Dr. Brockman often tries to wean his patients off these medications altogether in a safe and tolerable manner.

5. Alternative and Naturopathic Medicine

Dr. Brockman is a Canadian-trained Medical Doctor. He practices evidence-based medicine, and follows Canadian guidelines. He respects his patients’ decisions to pursue alternative and naturopathic medicine to complement their care.

However, he has not been trained in these areas. As such:

- He 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. Brockman will only order tests recommended by your naturopath if they are medically necessary.



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6. Vaccinations

Dr. Brockman advocates that all his 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 work day. This is to protect other patients who may be immunocompromised or at risk of serious harm if they were to contract a communicable illness.

7. Uninsured Services

There are several services that are not covered by MSP. The list is extensive and generally includes sick notes, forms, cosmetic procedures, medico-legal services and certain driver’s physicals.

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

8. Learners

Dr. Brockman does not currently have learners in his office. However, he has a passion for education and may eventually host medical learners in his practice. He asks that if medical learners are present, you consider participating in their learning experience. However, this is optional and not a requirement to register as one of his patients.

9. Leave

As Dr. Brockman builds his family there may be periods of time when his availability is limited (I.e. reduced hours during paternity leaves).

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

10. Termination of the Physician-Patient Relationship

Please be aware that termination of the physician-patient relationship may occur in the following situations:

- Harassment and/or violence 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



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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 his staff, the relationship will be terminated in an appropriate manner.

If you have any questions about the above, please contact the staff at Hilltop, Pod 2, for clarification.

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

DATE OF SIGNING: _____

PRINTED NAME OF PATIENT: _____

SIGNATURE OF PATIENT/GUARDIAN: _____

Email Address: pod2@hilltopmedical.ca

Make Subject Line: "ATTN: DR. BROCKMAN"