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DR. NATALIE ODEDRA

MB ChB DRCOG MRCGP LMCC CCFP

Code of Conduct and Practice Policy

Dear Patient,

It is with great excitement that Dr. Natalie Odedra will be taking on the role of your new family physician.

To ensure a strong start to the doctor-patient relationship, please read and sign the Code of Conduct and Practice Policies outlined below, which detail the standards by which Dr. Odedra operates her practice.

Background

Dr Natalie Odedra was born and raised in the United Kingdom, where she studied medicine and specialized as a family physician. She moved to BC with her husband, who also works as a family physician, and their two young children.

Dr. Odedra celebrates all patients for their full identity. She practices a patient-centered approach using the most up-to-date, evidence-based medicine, to guide and personalize your care. She encourages her patients to take a proactive role in monitoring and improving their own health.

1. Code of Conduct

Honesty

Dr. Odedra encourages full transparency and honesty in all consultations. Being completely honest allows her to offer the best appropriate care. Dishonesty and deception will not be tolerated, as they impair the ability to build a genuine, therapeutic doctor-patient relationship.

Confidentiality

Patients have a right to confidentiality and your personal information will be protected. Physicians may release patient information to third parties only if you or your substitute decision-maker have given authorization in writing. There are rare circumstances in which information from your records may be shared with authorities without consent, such as imminent concern about the safety of yourself or others.

Hilltop Medical owns patients' records, and holds information in trust for their care and benefit. Each patient retains a right of access to their personal health information, including that derived from other sources such as consultant reports. If you request a copy of your medical records or results, Dr. Odedra can no longer be considered the responsible guardian of that information if it is subsequently found elsewhere.

Zero-Tolerance

Dr. Odedra expects respectful behavior from all patients and their representatives when interacting with any staff at Hilltop Medical. She has a zero-tolerance policy towards verbal/physical abuse, violence, prejudice, harassment, or threats of any sort, which will result in immediate discontinuation of the therapeutic relationship and termination from the practice.

Timekeeping

Dr. Odedra aims to give all patients her undivided attention, and as such she always tries to be as punctual as possible. It is best to arrive at least five minutes before your scheduled appointment, to allow time for settling into your consultation room, for measurements to be taken, for procedures to be prepared, etc.

Sometimes she may run late as visits become more complicated. These are rare occurrences. Due to the limited length of each appointment, she may not be able to address more than one or two issues per visit. This ensures high quality care and timely attention, owed equally to all of her patients.

Please let Dr. Odedra know at the start of your consultation if you have multiple items on your agenda, so these can be prioritized. You will be asked to book a further appointment if numerous problems cannot be resolved in one encounter.

Longitudinal Relationship and Coordination of Care

Dr. Odedra should be your first point of contact for all health concerns (excluding emergencies), and Hilltop Walk-in Clinic should be your second. If you use other walk-in clinics or virtual care providers on a regular basis, Dr. Odedra will assume that you do not wish for her to provide primary care and you will be discharged from her practice. You agree to name your family doctor when asked by another healthcare provider, so that Dr. Odedra can receive copies of notes from them, which is necessary to provide fully transparent follow-up care.

Ongoing Engagement

Dr. Odedra screens her panel every few months and recalls patients due for clinical reviews and preventative measures, such as blood pressure checks. If Dr. Odedra has not seen a patient who takes regular prescribed medication for over one year, or a patient who does not take any regular prescribed medication for over three years, they will be contacted to confirm their address and family physician, and update their medical history. Patients who do not respond will be discharged from her practice.

2. Appointments

Booking Appointments

Appointments can be made in person at the office or by calling the office phone number. Appointments are generally scheduled at ten minutes in duration. Some 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. Odedra understands that unforeseen circumstances may delay you from arriving on time for your appointment, in which case please call her office to provide at least ten minutes notice before the start time. If you do arrive late, there is no guarantee that Dr. Odedra will be able to see you and you may be asked to reschedule. If you arrive more than ten minutes late without enough notification, the no-show policy will apply.

Cancellation Policy

If you no longer require your scheduled appointment or cannot attend for any reason, please call her office to provide at least twenty-four hours notice before the start time. If you cancel without enough notification, the no-show policy will apply.

In the event that Dr. Odedra 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. Odedra generally applies her no-show policy without exceptions:

- 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 for any reason until the no-show fee is paid in full

Prescription Renewals

Dr. Odedra does offer prescription refills by telephone. It is your responsibility to ensure refill appointments are booked in good time, i.e., one to two weeks prior to your medication running out. If your request is for a blood pressure or heart medication, she will need to know your recent blood pressure, taken using a machine at home or at a pharmacy. Prescribing medication by telephone is at Dr. Odedra's discretion, and there are some scenarios which may demand an in-office visit before a prescription can be issued.

Uninsured Services

Patients may be charged for services not covered by BC's Medical Services Plan (MSP). The list is extensive and generally includes, but is not limited to: sick notes, letters for employers, forms, cosmetic procedures, medico-legal services and certain driver's physical examinations. Costs are based on the latest 'fees for uninsured services' guide outlined by Doctors of BC. If you have forms which need to be filled out by Dr. Odedra, please inform her staff when booking your appointment. Please make sure that you have already completed all sections 'to be filled out by the patient'. Not all forms can be completed within the timeframe of one appointment and some forms may need an additional professional opinion.

Foreign Languages and Medical Care

If you do not speak English fluently, please bring a representative who can translate for you. Dr. Odedra only speaks English in her medical practice. If you undergo medical investigations or treatment abroad, she expects you to follow-up with the responsible physician in that country. If you would like her to comment on foreign care, please have any medical records or reports obtained abroad professionally translated into English first.

Unvaccinated Patients

Dr. Odedra advocates vaccination. If you or your children have not received routine immunizations, you will only be permitted to book appointments at the end of her working day. This restriction protects other patients who may be immunocompromised or at risk of serious harm from contracting a preventable/communicable disease.

Learners

Dr. Odedra has a passion for medical education and in future may host medical learners in her practice. She asks that if medical learners are present, you consider participating in their learning experience. However, this is entirely optional and so you may decline at any time.

Leave

There may be periods when Dr. Odedra's availability is limited for any reason. In case she has to take temporary leave for an extended period of time, she will try her best to hire a locum physician or have a colleague cover her duties while away.

Electronic Communications and Privacy

You consent to receiving medical communications and care from your physician and her staff by telephone, email, and other electronic methods which convey sensitive, personal health information. There is a risk of unauthorized disclosure or interception, given that these modes of communication are not secure or encrypted.

You understand that care provided through electronic communication (such as telephone and video calls) cannot replace the need for in-person consultations necessary to assess and manage certain symptoms and disorders. You agree to seek urgent care via walk-in or emergency department services when necessary.

You consent for your family doctor to send and receive records from doctors, other allied health care providers, and healthcare facilities, when necessary. You consent to have your medical information accessed by your family doctor through electronic services, such as 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 doing so can breach the privacy and confidentiality of physicians, staff, and other patients. Impermissible recording 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 made by you and/or your caregivers, of your family doctor and/or his staff in the patient examination room and/or virtual encounter (such as telephone appointment) without their permission and knowledge may constitute a breakdown of the therapeutic relationship and may lead to termination from the practice.

Any audio and/or video recording of the encounter with your family doctor and/or his staff must be made with their agreement, and a copy must be given to your family doctor to form part of your medical record, accepting there is a risk of unauthorized disclosure or interception, given that these files are not secure or encrypted.

3. Standards of Practice

Controlled and Addictive Substances

Dr. Odedra strictly follows the latest guidelines by Health Canada and The College of Physicians and Surgeons of British Columbia concerning prescriptions of controlled and addictive substances.

Certain medications are associated with substantially increased risks and harms, including addiction. Examples include, but are not limited to: benzodiazepines, stimulants, opioids and sedatives:

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| Rivotril® (clonazepam) | Adderall® | Tramacet ® (tramadol) | Imovane® (zopiclone) |
| Valium® (diazepam) | Vyvanse® | Percocet®/Oxycocet® (oxycodone) | Ambien® (zolpidem) |
| Ativan® (lorazepam) | Concerta® | Hydromorphone | |
| Xanax® (alprazolam) | Ritalin® | Tylenol® with codeine # 2, 3, 4 | |

- These medications cannot be prescribed together
- They are not recommended for treating chronic, non-cancer pain
- Sedatives such as zopiclone are not licensed for long-term relief of insomnia
- Benzodiazepines such as lorazepam are dangerous when used during travel

Dr. Odedra will accordingly require you to sign a separate controlled substances contract if you are prescribed certain drugs, and agree to provide a random urine sample within twenty-four hours, at provider's discretion. Failing to do so may lead to a delay, reduction, or cessation of the medication in question being prescribed.

If you are taking combinations and/or high doses of controlled substances, it is expected that you will work together to lower them to safer amounts. Patients who have been taking them chronically will usually need to be weaned off in a gradual manner.

Dr. Odedra is extremely judicious when prescribing controlled substances and rarely initiates these medications. She will not refill them simply because you are already taking them, or because they have been prescribed by another doctor. She encourages patients to discuss safer alternative strategies to manage these problems moving forwards.

Alternative and Naturopathic Therapies

Dr. Odedra is a Medical Doctor (MD) who practices evidence-based medicine, following Canadian guidelines. She respects patients' decision to pursue complimentary, alternative and naturopathic therapies to complement their care. However, she is not trained in these areas and as such:

- She does not prescribe alternative medicines
- She will only act on suggestions from a naturopath if they are deemed necessary by conventional medicine
- Your naturopath is responsible for acting on results/referrals arising from investigations ordered by themselves

Termination of Doctor-Patient Relationship

Please be aware that termination of the doctor-patient relationship may occur in situations including:

- Verbal/physical abuse, violence, prejudice, harassment, or threats of any sort
- Repeatedly being late for or missing appointments (even if no-show fees are paid)
- Excessive use of outside walk-in clinics or alternative service providers
- Audio and/or video recording without permission or sharing
- Significant breakdown in the therapeutic alliance, 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 doctor-patient relationship.

If you wish to terminate your relationship with Dr. Odedra after signing this document, please do so in writing.

If you have any questions about any of the above, please contact the clinic for clarification.

By signing this document, you are declaring that you have read it in its entirety (all six pages) and are willing to abide by this Code of Conduct and Practice Policy while enrolled as a patient of Dr. Natalie Odedra.

DATE OF SIGNING: _____

PRINTED NAME OF PATIENT/GUARDIAN: _____

SIGNATURE OF PATIENT/GUARDIAN: _____

(This contract must be signed by each patient of Dr. Natalie Odedra, not one contract per household)

Email Address: hilltopmoa@hilltopmedical.ca (Please title your email / subject line: ATTN: Dr. Natalie Odedra)

OR

Return to the clinic in person

Fax to 604-535-0126

Mail to: Hilltop Medical Clinic (c/o Pod 1), #200 – 15331 16th Avenue, Surrey, V4A 0C1