

Welcome from Dr. Si Fanshawe Family Medical Center

Welcome to Dr. Si at Fanshawe Family Medical Center! I completed my medical training at Beijing Medical University and practiced Internal Medicine in Beijing China before pursuing Family Medicine residency and retraining in Canada. I provide comprehensive, continuous care for individuals and families of all ages and health backgrounds, supporting a wide range of physical and mental health needs. My practice follows Canadian medical guidelines. My goal is to offer you high-quality care, support your health and wellbeing, and walk with you toward peace and hope in both illness and healing.

Workdays: Mon, Tue, Thu, Friday, and After-hour clinic on various days. **All appointments are pre-booked**

Booking method: phone # 519-6452444 ext 2, in-person booking, or **Online Booking** (www.drsi.ca). For phone appointments, leave a call-back number. Ensure your address, phone number, and OHIP version code are up to date; patients without valid OHIP will be required to pay. Please do not book multiple appointments for one person. A maximum of two family members may be booked at the same visit. If you have multiple issues, please do your main concerns and rebook the other issues. Additional visits may be needed to address all issues. Please bring your medication bottles to every appointment. For children's visits, bring their vaccination record.

Meet and Greet Appointment is your first visit as a New Patient. We will get to know each other, review your medical history and medications, set up your chart, and go over clinic policies. After this appointment, you may book follow-up visits as needed.

If you need urgent appointments, please call Dr. Si at **519-6452444 ext 2**, we will try our best to fit you in the **Same Day or Same Week Appointment**.

After Hour Clinic: Monday-Thursday 5-8pm, Saturday 9am-12 noon. Please call Dr. Si or check the website www.drsi.ca to find out the After Hour Clinic schedule and location (weekly update). Please note two physicians are located at different sites, and some physicians provide Walk in service (no appointment needed) on some days for the patients from our group.

In case of medical emergency, please call 911 or go to the nearest ED.

Please **DO NOT** visit **Walk-In Clinic** (in person or virtual). Walk-In visits penalize your family doctor under Ministry of Health rules, and your medical records are not forwarded to your family doctor. This disrupts continuity of care and affects the quality of healthcare you receive. Frequent Walk-In Clinic use may result in de-rostering or discharge from the practice.

Late Arrival: Please arrive 20 min ahead of your appointment time, so you may be seen on time. If more than half of your appointment time has passed, you may not be seen and you need to rebook.

No-Show: Please provide at least 24-hour notice by phone for cancellation or changes, this allows us to open the appt to other patients that need care. If you do not attend your appointment and do not cancel it with 24-hour notice, you will be marked as a "No-Show". There will be a \$50 charge for No-Show. With frequent "No-Show", you will be discharged.

Medication Renewal: Review your condition before renewing a prescription is necessary for your safety. Medication renewals should be completed during your visit or a scheduled phone appointment. Renewal requests sent by pharmacies significantly increase our workload. A fee may be applied for prescription renewal requested through a pharmacy.

Narcotics: Please note that I do not prescribe narcotics for non-cancerous chronic pains. If you are already on narcotics, my goal is to help you to taper down, wean it off and explore other methods for pain control.

Self-Paid Services: Certain services are not covered by OHIP, including sick notes, work notes, insurance related notes and forms, travel advice, driver's license examinations, some procedures and immunizations, chart printing etc. Fees for these non-OHIP services follow the Ontario Medical Association guidelines. A list of charges will be posted in the clinic. Some private insurance plans may reimburse these costs.

Code of Conduct: There is a zero-tolerance policy for any disrespect directed at staff or physicians. Inappropriate behavior, language or aggression will result in immediate dismissal from my practice.

***** Due to medical and legal responsibilities, I do not provide any medical services outside of the clinic. Please do not contact the doctor or staff through any private means.**

Dr. Si 司凤芹医师欢迎信

欢迎来到司医生 Fanshawe Family Medical Center 诊所！我毕业于北京医科大学，既往在北京做内科医生。之后在加拿大再次受训于家庭医生专业。我为各年龄层、各种健康背景的个人与家庭提供连续、全面的医疗服务，涵盖身心健康各方面，并遵循加拿大医疗指南。我的目标是为您提供高质量的医疗照护，支持您的健康与福祉，并在疾病与康复中与您同行。

诊所时间：周一，周二，周四，周五，并轮流值班（After Hour Clinic）。所有就诊均需提前预约。

预约方式：电话预约（519-6452444 ext 2），前台预约或网上预约（www.dr.si.ca）。预约时请留下姓名，就诊原因（请使用英文!!! 病历系统不能阅读中文）。如果是电话就诊，请留下电话。请确保你的地址准确和健康卡（数字和字母）有效。如果健康卡失效，你可能被要求付费。

就诊常规：请勿为同一人重复预约；每次最多预约两位家庭成员。若问题较多，请先处理主要问题，其余另约时间。就诊请携带所有药瓶；儿童就诊请带疫苗记录。

见面和问候（Meet and Greet）：首次就诊将用于彼此了解、建立病历、审核病史与用药，并说明诊所政策。之后可按需预约复诊。

当天就诊：如果您需要紧急服务（例如耳朵痛，泌尿系感染，皮疹等），请打电话给司医生或看值班医生。

值班（After-hour Clinic）：周一到周四 5-8pm；周六 10am-1pm。请给司医生诊所打电话查询，或在司医生网页查询每周值班医生值班地点与电话 www.dr.si.ca 信息每周更新。部分值班医生提供 Walk-in 服务（无需预约），仅限于本组医生的病人。

如果有紧急危险情况，请打 911 或去急诊就诊。

当您使用 Walk In Clinic 或者其他 Telehealth 咨询，政府会处罚家庭医生。Walk in 病历不会转给家庭医生，失去您的健康信息并失去医疗的连贯性。如果反复使用 Walk in Clinic，您会被解除医患关系。

迟到：请提前 20 分钟到达诊所，这样才能保证您和其他病人准时就诊。如果您迟到超过了预约时间的一半以上，您很有可能无法看到医生，需要从新预约。

缺席：如果您无法按时赴约，请至少提前 24 小时打电话通知诊所。这样我们可以把时间让给其他有需要的人。如果您缺席并且没有提前通知，您将被标记为“缺席”。缺席会收取 50 加元。如果反复缺席，您会被解除医患关系。

续药政策：重新评估您的情况再续药是对您负责任，药物续方应在门诊或电话预约中完成。由药房传真提出的续方请求会显著增加我们的工作量。对于通过药房转达的续方请求，将会考虑收取费用。

鸦片类药物：我不为非癌性慢性疼痛开鸦片类药物。如果您正在使用鸦片类药物，我会尽一切办法帮您减量或戒掉。

自费项目：遵循安大略省医学学会（OMA）指南收取，如病假条、工作证明、保险表格、旅行咨询、驾照体检、部分处置与疫苗、病历打印…有一些私人保险可以报销某些费用。

行为准则：对于针对员工，医生任何不尊重言行，都实行“零容忍”政策。任何不当行为将导致立即解除医患关系。

****由于医疗和法律责任，我不在诊所以外提供任何医疗服务。请不要通过任何私人方式联系医生或工作人员。