

## Code of Conduct

The Centre for Obstetric Pelvic Health and Reconstructive Surgery prides itself on providing a professional and respectful environment. To assist in that endeavor, we ask that staff, doctors, and patients follow this Code of Conduct.

### Mutual respect

The Centre for Obstetric Pelvic Health and Reconstructive Surgery respects the time, rights, and privacy of its patients. It requests that patients recognize and respect the time, rights, and privacy of all doctors and staff.

### Punctuality

In general, the Centre for Obstetric Pelvic Health and Reconstructive Surgery strives to see patients on time. To help ensure this policy can be true, we request our patients arrive on time and are also understanding of any delays experienced due to extenuating circumstances.

### Harassment-free environment

The Centre for Obstetric Pelvic Health and Reconstructive Surgery provides a harassment-free environment for its patients and staff. **Any behaviour considered harassment will not be tolerated in the clinic by anyone.** This includes, but is not limited to, offensive language, intimidation, physical assaults, or aggressive behaviour. **Patients who display inappropriate behaviour to any of the staff will be redirected to another provider for further care.**

### Missed appointment

The Centre for Obstetric Pelvic Health and Reconstructive Surgery requires 24 hours advance notice for appointment cancellations. Patients who are unable to have an in-person appointment (ex. due to weather conditions) will be provided with a virtual appointment. Referrals for patients who miss 3 appointments in a row for non-extenuating circumstances will be returned to the referring provider.



### **Reason for visit**

When booking your appointment, please inform our staff of the reason for your visit when booking to ensure that an appropriate amount of time can be allotted for your appointment.

### **Forms:**

Forms should be filled out using the link provided and returned prior to your appointment. **If you have any difficulty filling out forms or using the online messaging system (Medeo), please ask a trusted individual (ex. family member) to assist you.** If you are continuing to experience difficulties, please contact the clinic. Patients may come into the clinic to use the clinic's computer to fill out forms prior to their appointment. If you require assistance with reading, using a computer, or typing, please bring a trusted individual to assist you.

### **Test results**

We do not call if your results have returned normal. If your results are abnormal, then our staff or doctor will call you. If a doctor authorizes a staff member to call, they will inform you of your results. You may be booked for an appointment with the doctor to review your results.

### **Telephone calls**

Phone calls are answered Monday through Friday, from 8am to 5pm. We do not take calls during 12pm to 1pm due to the office lunch hour.

### **Repeat prescriptions**

Prescriptions may be renewed over the phone.

### **Uninsured services**

Certain services may not be covered by Saskatchewan Health. For more information, please visit <https://www.saskatchewan.ca/residents/health/prescription-drug-plans-and-health-coverage/health-benefits-coverage/fully-covered-services>. Payment for uninsured services is due upon receipt of the service. We accept Debit Cards, Visa, or Mastercard. We do not accept Cash or Cheque.