



CENTRE FOR OBSTETRIC PELVIC
HEALTH & RECONSTRUCTIVE SURGERY

WWW.CENTREFOROASIS.COM

Dr. Maria Giroux

BSC MD FRCSC

FEMALE PELVIC MEDICINE &
RECONSTRUCTIVE SURGERY (FPMRS)

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.

Missed appointment fees

The Centre for Obstetric Pelvic Health and Reconstructive Surgery requires 24 hours advance notice for appointment cancellations. **Missed appointments and cancellations with less than 24 hours notice will be billed \$100.**

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. Any forms provided to you should be filled out and returned prior to your appointment.



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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 the Medical Services Plan (MSP). Payment for uninsured services is due upon receipt of the service. We accept Cash, Cheques, Debit Cards, Visa or Mastercard.