IMCare
MEDICAL SPECIALISTS

Your Guide to Getting the Best Care

Welcome to IMCare – a specialist practice that works with you and your family doctor

We provide **personalized health care based on up-to-date medical evidence**. You play a big part in your care. This guide explains what to do before, during and after your visits.



Before your visit
Confirm and prepare

During your visit
Ask and decide together

After your visit
Follow up and stay involved

1 Before your visit – bring these every time

- ☐ **Your Ontario health card**
- ☐ **A list of all your medicines** – prescriptions, over-the-counter pills, vitamins and supplements
- ☐ **Your questions and concerns**, written down
- ☐ **A family member or friend**, if you like, to help take notes
- ☐ **Arrive 10 minutes early** for your appointment

Confirm your appointment. We send a reminder by email or text. Please reply to confirm. If you do not get a reminder **3 days before** your visit or test, please call us.
Appointments that are not confirmed will be cancelled so another patient can be seen.

2 During your visit

- We will learn about your **health history, symptoms and concerns**.
- We will explain your **diagnosis, treatment choices and any tests** we recommend.
- **Ask questions** and tell us what matters to you. We will make a plan **together**.

We use AI tools to help us focus on you. These include an **ambient scribe** that listens during your visit and drafts your doctor's notes, so your doctor can look at you, not the computer.
You can **ask us not to use the ambient scribe** for your care before your visit or any conversation with us.
Your doctor checks every note, and your health information is kept private.

3 After your visit

- You will get **clear next steps** for your treatment plan.
- Your family doctor or nurse practitioner will get our **report within 3 working days**.
- **No news is not always good news.** If we ordered a test and you have no follow-up visit booked, **contact us for your results**.

Your rights as a patient

- Ask questions and get **clear answers** about your health, treatment, risks and benefits.
- See and get copies of your **medical records**.
- Get a **second opinion** at any time. It will not affect your care here.
- Your **privacy** is protected under Ontario privacy law.

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How to reach us

Office hours	Monday to Friday, 9:00 am to 4:30 pm, by appointment
Phone	Call your specialist's direct line (below). We return calls **within 3 business days**.
Secure message	www.imcare.ca/securemessage – or scan the code
Urgent advice	Call **Health811** (dial 811) to speak with a nurse, day or night
Emergency	Call **911** or go to the nearest emergency department

Scan to send a secure message

IMCare physicians – direct lines

Dr. Anuja Sharma	Dr. Mukesh Bhargava	Dr. Behtash Saeidi	Dr. Rishi Bhargava
☎ 289-207-3010	☎ 289-207-8101	☎ 289-207-3211	☎ 905-721-1999

Office policies

Changing an appointment

- Give us at least **48 hours (2 business days)** notice to cancel or rebook, to avoid a late cancellation fee.
- If you **miss an appointment without notice**, your doctor will need to send a new referral.
- We try to stay on time, but some patients need extra care. Thank you for your patience.

Tests and referrals

- If we refer you for a test or to another doctor, **they will contact you within 2 weeks**. If you do not hear from them, please call us.

Prescription refills

- **Ask your pharmacist** to send a refill request to the doctor who prescribed it.
- Please allow **7 business days**. Do not wait until your last pill.
- If we have not seen you in the **past 12 months** and you have no visit booked, you will need an appointment first.
- You are responsible for working with your pharmacist so you do not run out.

Please note: we are specialists. We do not provide primary care or cover for your family doctor or nurse practitioner when they are away. Please keep seeing them for your regular care.