

Welcome to IMCare: A Collaborative Specialist Office Practice

We are committed to providing you with scientific evidence based, personalized patient-centered care. This guide will help you understand and prepare for your visits with us.

Your Rights as a Patient

- You have the right to ask questions and receive clear explanations about your health condition, treatment options, and any associated risks and benefits
- You can request access to your medical records and obtain copies of your health information
- You may seek a second opinion at any time without affecting your current care
- Your privacy and confidentiality will be protected in accordance with privacy legislation

Preparing for Your Appointment: Essential Items to Bring

- A complete list of your current medications, including prescription drugs, over-the-counter medications, vitamins, and supplements at every visit.
- Your health card
- A list of your questions and concerns to discuss during the appointment
- **You must confirm your appointment using reminder email / text. If you did not get an email / text 3 days prior to the test, confirm by calling. Unconfirmed appointment will be cancelled to accommodate another person**

Important Tips

- Arrive 10 minutes before your scheduled appointment time
- Consider bringing a family member or friend to help take notes and remember important information

During Your Visit

We encourage active participation in your healthcare decisions. During your appointment:

- We will take time to understand your medical history, current symptoms, and concerns
- Your healthcare provider will explain your diagnosis, treatment options, and any recommended tests
- You will have the opportunity to ask questions and share your preferences
- We will work together to develop a treatment plan that considers your individual needs

After Your Appointment

- You will receive clear instructions about your treatment plan and next steps
- Your primary care provider will receive a consultation report within 3 working days.
- You can contact our office if you have questions

IMCare Medical Specialists

15 Henderson Drive | Port Hope, ON L1A 0C6

www.imcare.ca

Office Policies

Hours and Contact Information

- Office Hours: Monday to Friday, 9:00 AM to 5:00 PM
- Phone: Direct line to your Specialist at IMCare. **Callback upto 3 business days.**
- Secure Messaging: www.imcare.ca/securemessage
- For medical emergencies call 911. For urgent attention call 811, 24 hours a day and 7 days a week

Appointment Changes

- Please provide at least 48 hours (**2 Business days**) notice for cancellations or rescheduling, **to avoid late cancellation fee.**
- Missed appointments without notice will require a new referral.
- We strive to run on time, however patient needs do make us behind schedule at times. We appreciate your understanding and patience when this happens.

Prescription Refills

- For prescription refills please ask your pharmacist to send a refill request to the prescribing physician. Please allow 7 business days to process the refill request.
- **If you have not been assessed over the previous 12 months and do not have an upcoming appointment, you will need to have a visit.**
- **It is your responsibility to coordinate with your pharmacist for medication refills**

Referrals

If we have referred you for a test or to another physician, they will contact you directly within two weeks. If you do not receive an appointment, please call us to ensure timely care.

We are specialist and do not provide primary care services or cover absences of your family physician / Nurse Practitioner. Remember, you play a crucial role in your healthcare journey.

We encourage you to ask questions, share your concerns, and actively participate in decisions about your care.

At IMCare, we prioritize the confidentiality and integrity of your personal health information through rigorous adherence to our Privacy Policy. To ensure our focus entirely on your care, we may utilize AI scribes and other AI tools to document clinical encounters in real-time. These tools act as an extension of our care team and are bound by the privacy standards. Every entry made by these tools is reviewed and authenticated by your treating physician to maintain the highest level of accuracy while safeguarding your sensitive data. For a detailed overview of how we manage and protect your information, please refer to the full **IMCare Privacy Policy** available at www.imcare.ca.

IMCare Physicians

Dr. Anuja Sharma | Dr. Mukesh Bhargava | Dr. Behtash Saeidi | Dr. Rishi Bhargava