

# VICTORIA EAST MEDICAL CLINIC

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Hi, and thank you for your interest in becoming a patient, and for taking the time to review this letter outlining my practice style and clinic services.

**Biography:** I am originally from Regina, completed medical school at the University of Saskatchewan, and a family medicine residency at the University of Ottawa. I look forward to the opportunity to build close, longstanding relationships with patients through family medicine. I also practice urgent care medicine and perform small procedures.

## **Practice style:**

Regular appointments are typically 10 minutes in duration. As such, it is impossible to thoroughly address multiple issues in one visit. I therefore ask patients to limit their concerns to one per visit, sometimes two, time allowing. Priority will be given to medically urgent issues. Several appointments are often necessary to deal with multiple issues, particularly ones that are longstanding.

I hope to develop positive, respectful relationships with my patients. Patients can expect to be treated with respect and without judgement. We have a zero tolerance policy at the clinic for any rude, disrespectful, discriminative and threatening behaviour to staff, myself, the clinic, and other patients.

All patient information will be kept strictly confidential, extended only to health and multidisciplinary professionals participating in the patient's care, as well as to (medical) students that may be shadowing me periodically. However, there are a few instances in which I am legally obligated to break confidentiality. Some reasons would include but are not limited to: a patient at risk for harming themselves or others, suspected impaired motor driving ability, and suspected child abuse or neglect. I also respect young adults' need for privacy and believe in having appointments without the presence of their parents or caregivers if they so choose.

For those adults wanting someone they know to have access to their medical information, please contact reception to fill out and sign the corresponding form. This is particularly helpful in families in which one individual is to some extent dependent on another or for someone who is heavily involved in caring for a family member.

**Availability:** My usual office hours are Tuesdays: 1 PM - 4:30 PM, and Thursdays and Fridays: 9 AM - 4:30 PM, but please call and speak to nursing if you need to see or speak to me outside these hours as I may have other shifts available or other doctors may have availability.

**After hours clinic:** Our walk-in clinic runs from 5 pm to 9 pm on weekdays and 9 am to 5 pm on weekends and holidays and is meant for more urgent issues (not chronic issues). I would encourage calling to book an appointment early as only a certain number of patients can be accommodated each shift. Please check with reception for more details.

**Pandemic protocols:** The pandemic has changed the way the clinic operates. Currently, despite the province easing restrictions and many people receiving both COVID-19 vaccines, there exists a large population of individuals who are not vaccinated, who have only received a first dose, or in whom the vaccine may be less effective. Even fully vaccinated individuals may be infected with COVID, particularly with the new variants.

Patients are still required to wear masks when in clinic. Masks with vents or exhalation valves are unacceptable.

**No Show Policy:** If you are unable to attend an appointment, please try to call 24 hours in advance to cancel. Fees may be charged for repeated no shows or last minute cancellations, and cancellations of physicals.

**Clinic services:** Multidisciplinary services are available on site and include a pharmacist, dietitian, and counsellors. Lab and ultrasound services are on the second floor, available by appointment and referral respectively and are open on weekdays.

**Medication renewals:** Many (chronic) medications require periodic reassessment, so I will renew individual medications for at most one year before requiring either a phone-call or in-person assessment with patients. I also ask that patients be cognizant of how much medication and renewals they have left so that they avoid situations of not being able to see a doctor urgently for medication renewal.

**Forms:** I ask that patients who need forms filled to book an appointment to get this done and refrain from dropping them off at reception for me to fill out. A fee will be charged for most forms. Fees vary depending on the length and complexity of the form.

**Specialist referrals and medical investigations:** I do not send patients for tests or refer them to specialists without first assessing them myself and determining the need to do so.

**Gifts:** Personal gifts are always awkward to accept as we are in a position of power. As well, some patients sometimes begin to expect special treatment over time as a result of giving gifts. Therefore, patients wishing to express their thanks are encouraged to do so in other ways.

Thank you very much for reviewing this letter and please let me know at the meet and greet if you have any further questions.

Sincerely,

Dr. Tiffany Hui