

HELMCKEN COVE FAMILY PRACTICE

108-284 Helmcken Road, Victoria, B.C. V9B 1T2

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Office and Practice Policies of Dr. Sylvie Tellier

A Little About Dr. Tellier

After graduating from University of Windsor with a degree in Biochemistry, Dr. Tellier completed medical school at Schulich School of Medicine and Dentistry in London, ON. She then travelled to Hamilton, ON for her Family Practice training through McMaster University. She and her partner - who is also a Family Physician - travelled throughout Northern Ontario, the Yukon and Northern BC where they provided service to rural and remote communities for 5 years. They relocated to Victoria 2 years ago and have been locuming throughout the Greater Victoria area. Dr. Tellier has joined Helmcken Cove Family Practice to provide ongoing care to Dr. Norgrove's patients and looks forward to providing comprehensive evidence-based care to her patients!

When she is not working at Helmcken Cove, she occasionally works at the Urgent Care Clinics. She is currently receiving additional training in Breastfeeding Medicine and is working towards her IBCLC certification. She also plans to spend some of her clinical time working in assisted dying which is another passion of hers. When she is not working, she enjoys hiking, baking and spending time with her husband and 20-month old daughter.

Practice Policies

1. **Harassment Free Environment:** Helmcken Cove provides a harassment free environment for its patients and staff. Absolutely no behaviour considered harassment or abuse will be tolerated. This includes and is not limited to: verbal or physical harassment or intimidation, and any abusive communication via phone, or electronic communication.
2. **Teaching:** Helmcken Cove is a teaching clinic associated with the UBC Family Medicine Residency program. We feel strongly about the importance of training our future family doctors, and will often have residents or medical students working with us and appreciate your understanding when you see them.
3. **Practice Coverage:** There may be times when we are unable to find you a suitable appointment with Dr. Tellier to fit your needs. For urgent matters, we may be able to schedule you with Dr. Ross or Dr. Wall if our schedule allows. When Dr. Tellier is away, she will have coverage arranged either with Dr. Ross, Dr. Wall or a locum physician to provide you with continuous medical care.
4. **Missed appointments:** Dr. Tellier works very hard to provide efficient and timely care to her patient population. When patients miss appointments, it prevents others from getting timely care and has financial implications for our office and business.
 - a. We ask that you provide a minimum of 24 hours notice for cancellation of appointments to allow us to offer your appointment slot to another patient in need.
 - b. Missed appointments will result in a \$40 cancellation fee

- c. If you arrive late to your appointment, your appointment may need to be cancelled or rescheduled.
5. **Telehealth:** Approximately 50% of Dr. Tellier's practice visits are delivered remotely via telephone or virtual means. Telehealth visits can be very convenient for patients but are not suitable for all concerns. A visit via telehealth may require a follow-up visit in-person if Dr. Tellier feels this is medically necessary. Please ensure you are prepared for your telehealth visit as follows:
 - a. If you are needing refills on a medication, please have the name and correct dosage available on hand
 - b. Please have relevant recordings available depending on the type of your prescription (eg. record your blood pressure prior to your appointment for blood pressure medication refills)
 - c. Please be available 15 minutes before and after your scheduled appointment time in case Dr. Tellier is running ahead or behind.
 - d. Ensure that your cellular or WiFi coverage is adequate prior to the phone call or virtual appointment
6. **Appointments for family members:** If multiple family members require medical assessment, please ensure each of them is booked for a visit. Dr. Tellier may not be able to accommodate last minute "add-ons"
7. **Test results:** All test results and reports are reviewed by a physician daily. We do not routinely call patients regarding normal test results, but it is encouraged that you book an appointment to follow up about your results as they were ordered for a reason. Our staff is not permitted to provide test results over the phone unless advised to by a physician.
8. **Medication renewals:** Dr. Tellier believes that each medication you are on warrants periodic review to ensure it is still the most appropriate treatment for you. For this reason, she requests that you book an appointment for any medication renewals, and in general will not provide phone or fax refills for medications.
 - a. In the rare circumstance that a phone/fax refill is deemed necessary, there will be an associated \$20 fee
9. **Uninsured services:** Some services, such as insurance forms, prescriptions for allied health, sick notes and cosmetic procedures are not covered services by MSP and are the financial responsibility of the patient. Payment for uninsured services is due upon receipt of the services. A full list of these uninsured services and the fees associated with them is available at reception.
 - a. Many forms require time and thought to complete and Dr Tellier requests that you book an appointment to discuss and review any forms so that you and Dr Tellier can work through the information required together prior to her filling out and completing the form. We ask that you allow plenty of time for us to complete the form and we will contact you as soon as it is completed.
10. **Vaccinations:** Dr. Tellier believes in population health and protection of our most vulnerable humans in our society. She therefore feels strongly about routine vaccination of all medically able patients, including vaccination against COVID-19.
11. **Opioids:** Dr. Tellier follows the current guidelines with respect to management of chronic pain. In order to provide the safest environment for patients who are taking opioids, she

will require certain strategies to ensure safety including an opioid agreement, drug screening and regular monitoring of Pharamanet.

12. **Cannabis:** Dr. Tellier is not a prescriber of cannabis products.
13. **Booking of appointments:** Different medical concerns may require a different approach and preparation. We ask that you are open and honest when booking your appointment about which medical concern you would like addressed that day. This allows us to schedule you in the most appropriate fashion to have your needs met. Please also understand that if you come with multiple concerns, these may need to be prioritized in the allocated time. If we cannot address all of the concerns in one visit, follow up appointments will be scheduled to ensure each issue is managed appropriately.
14. **COVID-19 related policies:**
 - a. Face-masks are required in the office for all patients > 2 years old for the foreseeable future.
 - b. COVID-19 mask or vaccination exemption notes will not be provided except under exceptional circumstances.
 - c. Patients with fever, cough or cold symptoms should not enter the office unless explicitly advised by a staff member or Dr. Tellier.