

Dr. Sadeer Peter's Practice

Office Policies

Effective September 16, 2026

We are committed to providing safe, respectful, and high-quality medical care in a professional environment. Clear expectations help us serve all patients fairly and maintain a therapeutic relationship built on mutual respect.

By receiving care at this practice, patients are assumed to have read, understood, and agreed to these policies by default. It is the patient's responsibility to review this document. If you have a concern about any specific policy or section, you must report that concern to our staff.

These policies may be updated from time to time. The current version is always posted on our website (www.drshadeerpeter.com) and is also included with your appointment reminder emails (see Section 14). It is your responsibility to stay informed of the current policies. Where our staff take an action in accordance with these policies (such as a fee, a consequence of a missed notice, or another outcome described in this document), a patient's claim of being unaware of the applicable policy is not, on its own, a valid basis for reversing that action — except where this document specifically requires an individualized notice to you, such as the notices described in Sections 3 and 15, which our staff will still provide regardless of the policies being publicly posted.

Throughout this document, references to "our staff" primarily refer to Dr. Peter, but may also include any other clinician or staff member involved in your care at this practice.

1. Patient Conduct & Professional Expectations

Our Standard

All patients are expected to treat our staff and other patients with courtesy and respect. We maintain a zero-tolerance policy for conduct that threatens anyone's safety and well-being; this conduct is never excused or minimized, and consequences are addressed in accordance with the process set out in Section 15, taking the specific circumstances of each situation into account.

Unacceptable Behaviour — Language & Communication

- Abusive, disrespectful, demeaning, or threatening language (any medium: in-person, phone, email, text)
- Derogatory remarks, slurs, or jokes targeting protected characteristics
- Bullying, harassment, or intimidation
- Threats of violence or harm
- Raising voice in a threatening manner

Unacceptable Behaviour — Actions

- Physical violence, threats, or aggressive gestures
- Damaging property or throwing objects
- Refusal to follow reasonable office policies or safety protocols
- Behaviour that disturbs other patients

Documentation: All incidents are recorded in your medical record and reported to our staff and management.

Severe or egregious incidents — including targeted abusive, obscene, or threatening language, or belligerent and aggressive conduct directed at our staff or other patients — may result in immediate termination of the physician-patient relationship without prior warning (see Section 15).

2. Health Card & Insurance

Required for Every Visit

You must present a valid Ontario health card at each appointment. It is your responsibility to:

- Ensure your card is current before each visit
- Notify us immediately if your card is lost, expired, or suspended
- Keep your demographic information updated

Uninsured Services

Without a valid health card, services are billed at Ontario Medical Association (OMA) rates:

- Regular office visits: OMA guidelines
- Form completion: \$30–\$40 per form
- Third-party medical assessments: \$50+ per page
- Detailed medical reports: OMA guidelines

Contact Information

It is your responsibility to keep your address, phone number, and email on file current, and to notify our staff promptly of any change. Our staff will make reasonable efforts to reach you using the contact information on file — for appointment-related matters, test results, notices, and other communications — and these attempts are documented in your record. If our staff are unable to reach you because the contact information on file is outdated or incorrect, the resulting consequences (including, for example, a missed notice under Section 3, a delayed test result, or a missed appointment reminder) are your responsibility.

3. Rostering & Continuity of Care

Your Primary Healthcare Provider

As a rostered patient, our staff serve as your primary healthcare provider. We provide comprehensive, coordinated care and expect you to avoid outside walk-in clinics for non-urgent matters. Patients who regularly attend walk-in clinics without our approval may be de-rostered and seen on a fee-for-service basis instead. De-rostering is a billing status change only — it is distinct from ending the physician-patient relationship, and you will not lose access to care as a result. Occasional walk-in use alone is not, on its own, grounds to end the physician-patient relationship (see Section 15). We offer urgent same-day appointments (including after-hours) for all urgent needs.

For urgent care outside office hours: Call THAS at 1-866-797-0000, visit urgentcareontario.ca, or call 911.

Extended Absence Policy

To maintain an active doctor-patient relationship, you should have at least one in-person visit every 18 months. Patients with no in-person visit for 18+ months will be sent a single notice to their address or email on file. If there is no response or visit within 30 days of that notice, the physician-patient relationship may be ended in accordance with Section 15.

Out-of-Province Travel

- Within Ontario: Virtual and in-person care continues
- Outside Ontario: We cannot provide care; you must see a provider licensed in your current province
- Relocation within Ontario: We continue care but recommend establishing local in-person access

4. Appointments

Scheduling

We schedule appointments efficiently to serve all patients fairly:

- Regular visits: 10–15 minutes
- Physical exams: 20–30 minutes
- Bring 1–2 concerns per visit for safe, comprehensive care
- Additional concerns warrant separate appointments

Family Members

- Call ahead if bringing a family member to allow adequate time
- Separate appointments are often best for different family members

Confirmation

It is your responsibility to confirm your appointment. We do NOT provide automatic reminder calls. Watch for confirmation emails, contact us if you haven't received one 48 hours before your appointment, and confirm by calling or replying to the confirmation email.

5. Cancellation Policy

24-Hour Notice Required

To cancel, call the office at least 24 hours before your appointment and confirm directly with staff or via our website. Voicemail alone is not confirmation and will be treated as a no-show.

No-Show & Late Cancellation Fees

Appointments cancelled without 24 hours' notice or missed without notification incur a \$35–\$75 no-show fee (OMA guideline rates). Exceptions may be considered for a first or isolated incident, or where a patient is experiencing financial hardship — please speak with our staff.

Exception: Emergency circumstances requiring hospital care — communicate as soon as possible.

6. Late Arrivals

Please arrive 10–15 minutes early for check-in. Arriving more than 10 minutes late means your appointment is considered missed, you will be asked to reschedule, and you may be subject to a no-show fee. If you'll be significantly late, contact us immediately — we'll try to accommodate if clinically possible.

7. Medications & Prescriptions

Refill Process

- 1 Contact your pharmacy (not our office)
- 2 Request they fax renewal requests to 1-226-330-0440
- 3 Request refills at least 2 weeks before medication runs out
- 4 Maintain at least 2 weeks of supply before requesting

Monitoring Requirements

Some medications require periodic blood work or appointments before renewal. You are responsible for completing required tests and follow-up visits.

Medication List

Bring a current list of all medications to every appointment. This allows our staff to review interactions, avoid duplications, and ensure optimal dosing.

8. Medical Communication

EMAILS REGARDING MEDICAL HEALTH CONCERNS WILL NOT RECEIVE A RESPONSE. Email is not secure for confidential health information. Do not email about symptoms, diagnoses, test results, or medical advice.

Phone Consultations

- 1 Request a callback appointment via our website or phone
- 2 Our staff will return your call based on availability (within 48 business hours when possible)
- 3 Fee: \$25–\$50 per phone consultation (NOT covered by OHIP)

Appropriate Email Use

Email is acceptable for routine administrative matters: requesting forms, scheduling, insurance questions.

9. Test Results & Follow-Up

Test results (lab, imaging, diagnostics) are NOT provided by phone except in exceptional urgent situations. Reception staff cannot provide results unless authorized by our clinical staff. All results must be reviewed with our staff in a follow-up appointment.

Your Responsibility

- Complete any test or referral we order, including attending the associated appointment(s)

- Follow through on any recommended repeat or periodic testing (e.g., ongoing monitoring bloodwork) for as long as it remains part of your care
- Schedule a follow-up appointment to review results
- Notify us promptly if you are experiencing difficulty completing an ordered test or referral (e.g., long wait times or access barriers), so we can assist
- Notify us of any symptoms or changes related to your results

Some tests and referrals are critical to your ongoing care, and delays or gaps in completing them can have serious health consequences. Completing ordered tests and referrals, and any recommended repeat testing, is your responsibility once they have been ordered and communicated to you. Where our staff have arranged an investigation, referral, or specialist consultation for a specific complaint, and you do not complete it and return with the same unresolved complaint, this may be treated as a breakdown in the physician-patient relationship, addressed in accordance with Section 15 — after our staff have made reasonable efforts to understand and address any reasons or barriers involved.

10. Physical Examinations

Comprehensive physical exams are recommended every 18 months to 2 years for adults in good health. Annual physicals are not required unless our staff specifically recommends them.

11. Forms & Documentation

Appointment Required

All forms must be discussed with our staff in an appointment. Do NOT drop off forms without scheduling. Where a form or report involves disclosing your personal health information to a third party (e.g., an employer, insurer, or legal representative), we will obtain your consent before that disclosure is made.

- 1 Schedule an appointment with our staff
- 2 Discuss the form and its purpose
- 3 Allow adequate time for completion
- 4 Understand applicable fees

Fees for Forms (Uninsured Services)

- Government & insurance forms: \$30–\$50 per form
- Third-party medical assessments: \$50–\$75 per page
- Complex medical-legal reports: \$100+ (OMA guidelines)
- Workers' Compensation reports: OMA guidelines

You will be provided with a fee estimate before any form is completed or any fee is charged, and an itemized bill is available on request. Ability to pay will be considered on compassionate grounds. Allow up to 2 weeks for form completion.

Services Not Provided

- Medico-legal reports for litigation
- Detailed reports for legal proceedings

12. Controlled Substances (Narcotics, Stimulants, Benzodiazepines)

Given significant risks (addiction, overdose, diversion), we use an evidence-based approach. Controlled substances are prescribed only when medically necessary, alternatives have been inadequate, clear therapeutic benefit is documented, and close monitoring is feasible.

Controlled Substances Agreement — If prescribed, you must:

- 1 Sign a Controlled Substances Agreement outlining medication, dosage, monitoring requirements, restrictions on early refills, and agreement to use ONE pharmacy only
- 2 Consent to Random Urine Drug Screening — results must match prescribed medications
- 3 Accept Small Batch Dispensing — 2–4 week supplies for easier monitoring

All controlled substance renewals are IN-PERSON APPOINTMENT ONLY. Early refills and lost prescriptions are not automatically replaced.

Concurrent Opioid & Benzodiazepine Therapy

Due to the significant risk of fatal overdose from combined use, our staff will not prescribe benzodiazepines to patients currently on opioid therapy, except in exceptional circumstances our staff determines to be clinically appropriate. Patients requesting benzodiazepines while on concurrent opioid therapy will be referred to appropriate specialist care (e.g., psychiatry or addiction medicine) for assessment. Continued requests for this combination after a referral has been made and the clinical rationale explained will be documented and may be treated as a persistent breakdown in the therapeutic relationship under Section 15.

Breach of Agreement: Violations — including obtaining controlled substances from other physicians, using multiple pharmacies, requesting early refills or renewal ahead of the scheduled date, a positive urine drug screen for non-prescribed substances, failing to complete a required urine drug screen within the specified timeframe, missing a scheduled in-person visit required to discuss or renew a controlled substance prescription, or selling/sharing medication — may result in discharge from the practice. Where a breach involves a genuine safety risk (e.g., diversion, deception, or threats), the relationship may be ended immediately. In all other cases, discharge will follow the standard process set out in Section 15.

13. Virtual Care & Telehealth

Our staff may provide services virtually (web-based or telephone) for appropriate clinical situations. You acknowledge that virtual services may be interrupted by technical issues and that internet/phone connections are not always secure. You assume all risks associated with virtual communication.

Where our staff determines that your condition requires in-person assessment, you will be informed of the urgency of seeking in-person care and assisted in accessing it in a timely manner.

Virtual Care NOT Used For:

- Complex diagnostic assessments requiring physical examination
- Prescription of controlled substances (rare exceptions)
- Acute emergencies requiring immediate in-person evaluation

14. Appointment Reminders & Online Booking

We send email confirmations and reminders only — we do NOT provide automated reminder calls. Check your email regularly, keep your address current, and confirm your appointment 48 hours in advance. Appointment reminder emails also include a link to our current office policies; you are responsible for reviewing any updates.

15. Ending the Doctor-Patient Relationship

In accordance with CPSO's Ending the Physician-Patient Relationship policy and guidance from the Canadian Medical Protective Association (CMPA), our staff may end a physician-patient relationship only where there is a reasonable basis to do so — such as a significant breakdown in trust, an inability to continue providing quality care, or a need to decrease practice size — and only following a fair and transparent process. As set out at the beginning of this document, these policies, including this section, are agreed to by default upon receiving care at this practice.

Immediate Termination — Safety Exception

Where a patient poses a genuine risk of harm to our staff or other patients, or directs abusive, threatening, obscene, or degrading language or conduct at our staff or other patients — for example, violence, serious threats, targeted verbal abuse or foul language, belligerent or aggressive conduct, prescription-related fraud (including fraudulently obtaining narcotics), or bringing a weapon — the relationship may be ended immediately, without the notice and transition steps below.

Standard Process — All Other Grounds

These are examples of what may constitute a significant breakdown in trust, an inability to continue providing quality care, or another reasonable basis for ending the relationship. This applies to:

- A pattern of disruptive, abusive, or boundary-violating behaviour that does not involve an immediate safety risk
- Non-compliance with a Controlled Substances Agreement not involving an immediate safety risk (see Section 12)
- Extended absence from the practice (see Section 3), after an unanswered notice of inquiry
- Repeated missed appointments: 3+ in 12 months without reasonable cause

- Boundary violations not involving an immediate safety risk (e.g., refusing professional boundaries, recording without consent)
- Persistent refusal to pay outstanding fees for uninsured services without reasonable justification, after ability to pay and compassionate exceptions have been considered (see Section 5); this is never grounds to withhold insured services
- An ongoing mismatch between a patient's care needs and the scope of family medicine, despite an appropriate referral having been made (see Section 23)
- A persistent breakdown in the therapeutic relationship following our staff's clinical explanation of why a specific test, treatment, or medication is not being provided
- Repeated failure to complete ordered tests, referrals, or recommended follow-up (see Section 9), despite reasonable attempts by our staff to understand and address the reasons or barriers involved
- A sustained pattern of seeking non-urgent care outside the practice that continues despite de-rostering (see Section 3) and multiple documented reminders, where this has genuinely broken down our ability to maintain a continuity-of-care relationship with you
- A formal complaint filed against our staff that genuinely compromises the ability to provide unbiased, objective care going forward

In these cases, our staff will first make reasonable efforts to resolve the issue directly with the patient where appropriate. If the issue is not resolved, our staff will: provide the patient with reasonable written notice of termination; continue to provide necessary medical services for a reasonable period (generally three months) after ending the relationship, where it is safe to do so; provide emergency care where necessary to prevent imminent harm; inform the patient of their right to a copy of their medical records and how to request one; and arrange the timely transfer of a copy or summary of the patient's records to a new provider upon request.

Our staff will not end a physician-patient relationship based on a prohibited ground of discrimination — including but not limited to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity or expression, age, marital or family status, disability, or receipt of public assistance — or where otherwise prohibited by law.

16. Harassment & Workplace Safety

We maintain zero-tolerance for verbal harassment, sexual harassment, discrimination, excessive abusive communications, harassment outside the office, or any behaviour creating a hostile or unsafe environment; this conduct is never excused or minimized, and is addressed in accordance with the process below and Section 15.

Consequences

- 1 Initial verbal warning (unless behaviour is severe)
- 2 Documented written notice if behaviour continues
- 3 Patient discharge with 30–90 day notice (immediate for severe incidents)

17. Conduct in the Clinic

Expected Behaviour

- Treat all staff and patients with respect
- Follow safety instructions (handwashing, masking during illness)
- Respect other patients' privacy

Prohibited Conduct

- Recording, photographing, or videoing staff or patients without consent
- Visiting while impaired by alcohol or drugs
- Bringing weapons of any kind (firearms, knives, etc.)
- Becoming aggressive, loud, or threatening

18. Privacy, Confidentiality & Data

By providing personal information, you consent to its use for medical care, sharing with pharmacies and healthcare providers as clinically necessary, OHIP billing, emergency contact notification, and record-keeping.

You acknowledge that email and phone are NOT encrypted and that you accept these risks when providing information via these channels.

Legal Protections

Your health information is protected under PHIPA, Ontario health information privacy laws, and CPSO Standards of Practice. Information may be shared with healthcare providers involved in your care, emergency contacts in urgent situations, insurance companies (with your consent), and public health/law enforcement when legally required.

19. Accessibility & Accommodations

We are committed to providing care to patients with disabilities and will make reasonable accommodations including office access, communication needs, modified appointment length, and referrals if needed. Please inform us of accessibility needs when scheduling.

20. Your Rights as a Patient

- Receive respectful, competent medical care
- Confidentiality of your health information
- Request a second opinion
- Refuse any treatment (with acknowledgment of risks)
- Access your medical records (a fee estimate will be provided in advance; ability to pay is considered)
- Be informed of your diagnosis and treatment options

21. Your Responsibilities

- Providing accurate health information
- Keeping your contact information (address, phone number, email) current with our office (see Section 2)
- Attending appointments on time or cancelling with 24 hours' notice
- Following medical advice or clearly explaining why you cannot
- Completing prescribed investigations and referrals
- Keeping medications and health information current
- Treating staff with respect
- Following office policies and safety protocols
- Paying for uninsured services as agreed

22. Use of AI Tools in Your Care

Dr. Peter's practice uses artificial intelligence (AI) tools, including an AI-assisted ambient scribe, to support clinical documentation. Before each encounter, an AI consent notice for that visit is automatically included with your appointment reminder email; it is your responsibility to review this notice each time. Unless you tell our staff that you do not consent, AI tools will be used to support documentation during that visit, consistent with the notice provided. This tool may listen to and transcribe your conversation with our staff to help generate a draft visit note, which our staff reviews, edits, and finalizes before it becomes part of your medical record.

For office operations — including scheduling, phone answering, and patient messaging — our practice may also use AI tools; these operational tools do not use patient identifiers.

If you have questions or concerns about the use of AI tools, or would prefer they not be used, please speak with our staff at any time — including during your encounter — so the tool can be turned off. Declining does not affect the quality of care you receive.

23. Scope of Family Medicine Care

Our practice provides comprehensive family medicine care. Some conditions and services fall outside the scope of family medicine and require referral to a specialist or another appropriate provider — for example, ongoing management of complex specialist-level conditions, certain surgical or procedural care, and treatments requiring specialized training or facilities.

Where a specific element of your care falls outside the scope of family medicine, our staff will make an appropriate referral for that element while continuing to manage the aspects of your care that remain within the scope of family medicine. Clinical competence and scope of practice are not used as a means of unfairly refusing or discontinuing care for patients with complex health needs, or patients perceived to be otherwise difficult.

Ending the physician-patient relationship on the basis of scope of practice is considered only in the rare circumstance where, despite appropriate referral, no meaningful ongoing family medicine role remains — not simply because part of a patient's care requires specialist involvement. Any such decision follows the process set out in Section 15.

Where a specialist or other health-care provider is already engaged in managing a specific condition, our staff will generally continue to support your overall care while deferring to that specialist for decisions specific to that condition. Except in an emergency or a situation requiring urgent, critical care, persistent requests for our staff to manage or override care already being provided by an engaged specialist — despite this being explained to you — may be treated as a persistent breakdown in the therapeutic relationship under Section 15.

Acknowledgement & Consent

These policies are assumed agreed upon by default; it is your responsibility to review them, and any concerns about a specific policy must be reported to our staff. By enrolling in Dr. Sadeer Peter's practice, you acknowledge that:

- ✓ You have read and understood all office policies
- ✓ You agree to treat our staff and other patients with respect
- ✓ You understand the consequences of non-compliance
- ✓ You consent to use of your health information as outlined
- ✓ You understand cancellation fees, uninsured service fees, and appointment policies
- ✓ You accept the risks of virtual care and electronic communication
- ✓ You understand AI tools may be used during your visit and know how to opt out

For questions about these policies, please contact our office at 1-519-977-2126 or visit www.drsadeerpeter.com.