

# Well on Your Way

Helping Youth Transition to Adult Healthcare



## Questions to Ask the Receptionist When Booking an Appointment with a New Family Doctor

1. Are there family doctors in the clinic who are accepting new patients?
2. Where is the clinic located?
3. What days and times is the clinic open? Does your clinic offer walk-in hours?
4. Is your office wheelchair accessible?
5. Are there wheelchair accessible washrooms close by?
6. Is there parking nearby? Is there a cost for parking? Are there wheelchair accessible parking spots?
7. How long do patients typically wait for appointments?
8. For an urgent matter, will I be able to get an appointment the same or next-day? What time do I need to call to access a same day appointment?
9. If I need care after office hours, who should I call or where should I go?
10. If I need to cancel an appointment, how soon do I need to call to cancel? Is there a cancellation fee if I am late or miss an appointment? If so, how much is it?
11. Does your clinic use email to communicate with patients? If so, what is the email address?
12. Do you call, text or email to remind patients about upcoming appointments?

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### Questions to Ask a New Family Doctor

1. I have a chronic illness called \_\_\_\_\_. What do you know about this condition? Have you treated others with it? If not, are you comfortable treating someone with this condition?
2. My previous doctor managed my condition like this \_\_\_\_\_, and these are the things I need to continue managing it this way: \_\_\_\_\_. Do you have any concerns with this? (For example, my previous doctor managed my condition by using mindfulness activities rather than medication. I would like to continue managing it this way. Do you have concerns with this?)
3. Do you have a policy on how many items can be talked about at each appointment (For example, one issue/concern per appointment only)? If I need more explanation/clarification to understand something about my condition or treatment plan, are you comfortable providing it during that appointment or would I need to make another appointment?
4. Do you work in this clinic every day of the week? If not, what days can I schedule an appointment with you? What are your hours?
5. Do the doctors in this clinic work together? If you're not available, can I book an appointment with one of your colleagues?
6. Do I have access to other healthcare providers through your clinic or Primary Care Network (PCN) (For example: dietitians, social workers, nurse practitioners)?
7. Can I call to get a prescription refilled or do I have to make an appointment?
8. Do you charge for medical notes, reports or to phone/fax prescription refills? If so, is there a list of pricing available?