

English Version

General Clinic Information

Location: **10909 Yonge St Unit 57, Richmond Hill, ON L4C 3E3**

Front Desk Phone #: **905-247-9384**

E-mail: jessezy.clinic@gmail.com

Website: <https://www.drjessezyli.com/>

General Office Policy

- 1) OHIP card must be present at every visit.
- 2) Please inform the receptionist of any changes to your contact information.
- 3) Cancel appointments *before* 24 hours, otherwise missed appointment fee can be charged
- 4) Students and/or administrative volunteers may be working at the office under the supervision of regular staff

Outside Use (Avoid other Walk-In-Clinics)

With our clinic's Health Care Model that is funded by the Government, we request that you do NOT use walk-in clinics especially for non-urgent matters (eg: prescription renewals, blood-work review etc...).

During Dr. Li's working hours, we are always able to book same-day appointments for urgent issues.

During the weekday business hours, for more urgent matters and Dr. Li is not working you can:

- 1) Visit the Emergency Department - for any emergencies
- 2) E-mail our Urgent E-mail Line - We can schedule another doctor at our clinic to see you

Please visit Dr. Li's website for further details on the FAQ section:

<https://www.drjessezyli.com/faq>

To improve scheduling & wait times

- 1) Please be on time for your appointment. If you are more than 15 minutes late, you will be seen as a walk-in patient and will need to wait
- 2) Let the receptionist know the reason for the appointment at the time of booking.
- 3) If you have multiple problems, please inform the doctor at the beginning of the visit (i.e. “I have three problems”. The doctor will not be able to solve all your problems in one visit, however he/she can address the more serious problems and arrange follow-up appointments for other issues.

Routine Checkup

To ensure you receive the highest standard of proactive care, I recommend all patients schedule a routine checkup at least every 1-2 years depending on your age-group. These visits are for performing comprehensive exams, ordering blood-work and preventative screening tests.

Please note that **it is the responsibility of the patient to book these appointments**. We encourage you to schedule your visit during your birth month or at the one-year mark of your last exam to maintain continuity of care. You can book your next appointment through our online portal or by emailing or calling the office directly.

Results policy

All patients are expected to receive results whether they are normal or abnormal. This is typically sent via a no-reply e-mail through our portal system.

You can access the portal through the e-mail that we sent or through here:

<https://app.avaros.ca/av/pt/auth/signin>

Please refer to this link on accessing the portal system if you have issues:

<https://support.avaros.ca/hc/en-us/articles/23658264624397-Secure-Patient-Messaging-Portal>

Please watch the following video if you are unfamiliar with using it:

<https://www.youtube.com/watch?v=CkrG4ySaxn0> (english video)

<https://www.youtube.com/watch?v=HHT4mMOeR2E> (chinese video)

If you do not receive any e-mail or call from us, that means either your contact information is not correct or some of your results are missing from the lab or other institutions.

You have the responsibility to contact us back and inform us that you didn't receive the results.

Tests	Turnaround Time
Diagnostic Imaging (Mammogram, Bone Density, X-Ray, Ultrasound, Nuclear Medicine, Fluoroscopy)	7 business days
Lab Results- Routine	3 business days
Lab Results- Public Health (e.g., HIV, STDs, VDRL, prenatal tests)	14 business days
MRI/CT Results	1-2 weeks
Paps, Biopsies	3-4 weeks

Referral Policy

If a referral to a specialist is being made for you by our office, the specialist's office will contact you with an appointment time. Our goal is to request an appointment for you within 4 weeks of your visit to our clinic; however, due to wait lists at the specialist office, you may not be contacted within 2-4 weeks. Some specialists' wait times are long with referral times anywhere from 1 month to 1 year.

Please e-mail or call us back after 4 weeks if you do not hear back and we can refer you to a different specialist.

Controlled Medications

Some medications, such as sleep pills (“benzodiazepines”) and pain medications (“narcotics”) require special prescribing rules. This is for your safety as they help you to minimize the risks of overuse and side effects and ensure proper use.

We do not prescribe controlled substances to patients who are not our patients. We do not provide refills at times earlier than those decided on the last visit. We ask that all patients receiving these medications from one doctor fill those prescriptions at one pharmacy. Any irregularities may lead to the end of the prescription.

Behaviors

Our front staff are specially chosen and trained to help patients. They are here to arrange your appointments with Dr. Li and other specialists, communicate with hospitals and other health facilities when needed, help you to get all kinds of paperwork done etc.

They make every effort to make your visit as pleasant and comfortable as possible.

In turn, we ask that your behavior is respectful of our staff. There is a ZERO tolerance for abuse of any kind and may lead to dismissal from the practice.

In order to provide you with the best possible care, a satisfactory doctor-patient relationship is necessary. If for any reason, this relationship becomes compromised, then it may be best for both parties to end the relationship. If this occurs then we will provide emergency medical care for three months or when the patient finds a new family doctor, whichever comes first.

Privacy policy

We respect our patients and patient confidentiality. We will not disclose patient information to any 3rd party without the patient’s prior consent (except when required by law). We ask for the same respect in return and that you not post any comments about staff or physicians on the internet or social media, whether positive or negative. Any comments or complaints can be forwarded by letter or talk to us directly. We do value your inputs.

Uninsured medical service fees

OHIP does not pay for all services you request from your doctor. The following are a sample of fees for uninsured services. Fees are subject to change.

For further information you can visit the OMA Uninsured services:

- <https://www.oma.org/siteassets/oma/media/pagetree/pps/billing/uninsured-services/suggested-form-fees.pdf>
- <https://www.oma.org/siteassets/oma/media/pagetree/pps/billing/uninsured-services/uninsured-services-guide-final.pdf>

Chinese Version

李医生诊所规则

诊所基本信息

地址：10909 Yonge St Unit 57, Richmond Hill, ON L4C 3E3

前台电话：905-247-9384

电子邮件：jessey.clinic@gmail.com

网站：<https://www.drjesseyli.com/>

诊所规则

- 1) 每次就诊时必须出示 OHIP 卡。
- 2) 如联系方式有变，请告知前台接待员。
- 3) 如需取消预约，请提前24小时通知，否则可能收取失约费用。
- 4) 学生和/或行政志愿者可能在正式员工的监督下在诊所工作。

外部就诊（避免其它随诊诊所）

本诊所采用由政府资助的医疗模式，我们请求您不要使用随诊诊所，尤其是非紧急事项（例如处方续药、化验结果复查等）。

在李医生工作时间内，我们始终可以为紧急问题安排当天就诊。

在平日工作时间，如果问题紧急但李医生不在诊所，您可以：

- 1) 前往急诊科——处理任何紧急情况
- 2) 发送电子邮件至紧急邮箱——我们可以安排诊所的其他医生为您就诊

详情请参阅李医生网站的 FAQ 部分：<https://www.drjesseyli.com/faq>

提升预约效率与减少等候时间

- 1) 请准时就诊。如迟到超过 15 分钟，将视为临时就诊，需要等待。
- 2) 预约时请告知前台接待员就诊原因。
- 3) 如果您有多种健康问题，请在就诊开始时告知医生（例如：“我有三个问题”）。医生可能无法在一次就诊中解决所有问题，但会处理较严重的问题，并安排后续预约处理其它问题。

例行体检

为了确保获得最高标准的主动医疗护理，建议所有患者每 1-2 年进行一次例行体检，具体间隔根据年龄而定。体检包括全面检查、血液化验及预防性筛查。

请注意，预约责任在患者。我们鼓励您在生日月份或上次体检的一周年时安排体检，以保证连续性。您可以通过门户网站、电子邮件或直接致电诊所预约。

检查结果政策

所有患者应收到结果，无论正常与否。结果通常通过门户网站系统的无回复电子邮件发送。

您可以通过我们发送的邮件或此链接访问门户网站：

<https://app.avaros.ca/av/pt/auth/signin>

如访问有问题，请参阅指南：<https://support.avaros.ca/hc/en-us/articles/23658264624397-Secure-Patient-Messaging-Portal>

如不熟悉使用，请观看视频：

英文视频：<https://www.youtube.com/watch?v=CkrG4ySaxn0>

中文视频：<https://www.youtube.com/watch?v=HHT4mMOeR2E>

如未收到任何邮件或电话，可能是您的联系方式不正确或实验室/其它机构结果缺失。您有责任联系我们告知未收到结果。

检查项目	出结果时间
影像诊断检查（乳房X光、骨密度、X光、超声波、核医学、荧光透视）	7个工作日
实验室检查结果 - 常规项目	3个工作日
实验室检查结果 - 公共卫生项目（如HIV、性疾、VDRL（梅毒血清试验）、产前检查）	14个工作日
MRI/CT 检查结果	1-2 周
宫颈抹片检查、活体组织检查	3-4 周

转诊规则

若诊所为您转诊至专科，专科诊所将联系您安排预约。我们目标是在您就诊后 4 周内请求预约；但由于专科等待原因，可能 2-4 周内未收到联系。一些专科等待时间较长，转诊可能从 1 个月到 1 年不等。

如 4 周后仍未收到联系，请电邮或致电我们，我们可为您转至其他专科医生。

药物管控

某些药物（如安眠药“苯二氮卓类”及止痛药“麻醉类”）有特别处方规定。为了您的安全，减少滥用和副作用风险，并确保正确使用。

我们不向非本诊所患者开管控药物处方，也不会提前提供续药。请所有患者在同一药房填写处方。任何异常可能导致处方终止。

行为规范

我们的前台工作人员是经过专门选拔和培训的，旨在为患者提供帮助。他们负责为您安排李医生及其他专科医生的预约、在需要时与医院及其他医疗机构沟通、并协助您完成各类文书工作等。

他们尽最大努力让您的就诊尽可能愉快舒适。

相应地，我们要求您的行为表现对我们工作人员的尊重。对任何形式的虐待侮辱行为采取零容忍，此类行为可能导致您被诊所除名。

为了向您提供最佳护理，良好的医患关系是必要的。若因任何原因导致此关系受损，终止服务关系可能对双方都是最佳选择。若发生这种情况，我们将为您提供为期三个月的紧急医疗服务，或直至您找到新的家庭医生，以先到者为准。

隐私政策

我们尊重患者及患者隐私。未经患者同意，不向第三方披露信息（法律要求除外）。

我们也要求患者尊重工作人员，不在网络或社交媒体上发布关于工作人员或医生的评论（正面或负面）。

任何意见或投诉可通过书面或直接沟通提出。我们重视您的反馈。

非保险医疗服务费用

OHIP 并不支付所有医疗服务费用。以下为部分非保险服务收费示例，费用可能会调整。

详情请参阅 OMA 非保险服务指南：

非保险服务示例费用表：

<https://www.oma.org/siteassets/oma/media/pagetree/pps/billing/uninsured-services/suggested-form-fees.pdf>

非保险服务指南：

<https://www.oma.org/siteassets/oma/media/pagetree/pps/billing/uninsured-services/uninsured-services-guide-final.pdf>