



# Clinic Policies

Welcome to Planned Parenthood - NL Sexual Health Centre. The following information is intended to introduce you to our clinic, our services and our office policies.

## **Practice Objectives:**

It is our hope to offer you accessible sexual health care. While our centre offers many services, our *clinic* services include pap tests, sexually transmitted infections (STIs) counselling, testing and treatment, birth control counselling and prescriptions, consultations and referrals. Clinic times vary so please call the centre for more information.

## **Appointments:**

Regular appointments are allotted 15 minutes to address your primary concern. To accommodate all of our clients and to avoid getting too far behind, a follow-up appointment will be offered if your secondary concerns cannot be properly addressed within the allotted time.

When booking, please indicate the specific reason for your visit. This will allow us to schedule the appropriate amount of time so that others will not be left waiting. *We do not make appointments* for those who leave telephone messages, please ensure that you speak to someone. When making an appointment, please inform us if you have any special needs and we will do our best to accommodate you.

Upon your initial visit, please bring your **MCP number** with you. If you do not have an MCP number, please address this when making your appointment.

Please call us to cancel your appointment if you are unable to make it, so that we can offer it to someone else.

## **Missed Appointments:**

Due to the large number of clients at our clinic, we have implemented a policy for missed appointments. Clients are asked to call ahead, preferably 24 hours in advance if you are unable to attend your appointment.

## **Prescription Renewals:**

These are done during a doctor's visit. When you are on your last repeat, please call for an appointment. We book appointments in advance, and it is simply unfair to telephone the day you require your prescription renewed.

## **Payments:**

Planned Parenthood offers a wide range of affordable birth control options and services. A list of fees is available at our Centre. If you are unable to pay our requested fee, please discuss your situation with a staff person and we will do our best to provide options within your financial means.

## **Test Results:**

It generally takes between 2-3 weeks for test results to arrive to our clinic. It is *your responsibility* to contact us to check your test results. We cannot take any responsibility for a delay in notifying you if you do not want us to leave a message at your contact number. If we attempt to contact you about test results and have been unable to speak with you within 6 weeks of your visit, we will send you a letter asking you to contact us. However, "Planned Parenthood" will not appear on the envelope or letter, only our return address will appear.

Test results involving blood **will not** be given over the telephone. You must have a doctor's appointment to get these results.

## **Privacy:**

Privacy of personal health information is a fundamental right of health care in Canada. We are committed to protecting your health care information. Planned Parenthood has a strict confidentiality policy. Information obtained through discussions between you and a doctor, office staff or volunteer will be kept confidential. We will not release any information regarding your visit unless we have your consent to do so. The only exception would be if we are responsible by law to report that information. This specifically includes:

- When there is credible, imminent risk to yourself or others.
- When there is suspicion of abuse or neglect involving a child or person under 18.
  - When legally mandated by a court of law.

## **To Ensure Your Privacy and Confidentiality We Will:**

- Only collect information required for your care and treatment here at PPNLSHC.
- Give you access to your own records and, if requested, make copies of them at a reasonable cost.
- Only share information with other health professionals or health care institutions to the extent necessary to provide you with proper health care (i.e.: booking appointments with specialists, gynaecologists, etc.)

Please note that all information about positive test results for sexually transmitted infections, including treatment by the physician, is reportable to Health and Community Services.

Planned Parenthood will ask your permission to share health information, if required for other purposes (unless we must provide it for legal reasons as outlined above).

Planned Parenthood will ask you to complete a written "Consent to Release Information" form if you wish to have information on test results such as pap test results transferred to another health care professional.

Feel free to discuss any of the preceding with our staff. Suggestions and comments are always welcome.

## **Sexual Health Questions? We have Answers!**

### **Location:**

47 St. Clare Avenue, St. John's, NL, A1C 2J9

### **Hours:**

Monday: 9am - 4:30pm

Tuesday: 9am - 4:30pm

Wednesday: 9am - 4:30pm

Thursday: 12pm – 6:00pm

Friday: 9am - 4:30pm

### **Phone:**

709-579-1009

Toll Free 1-877-NO MYTHS

(1-877-666-9847)

### **Website:**

[www.plannedparenthoodnlshc.com](http://www.plannedparenthoodnlshc.com)

### **Email:**

[pp.nlshc@gmail.com](mailto:pp.nlshc@gmail.com)

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