

# BIRCHCLIFF | Medical Concierge

<p>ACUTE ISSUE MANAGEMENT</p>	<p><b>We are Here to Help!</b> When you have a general medical concern that you would like addressed, you can call us. For instance, you have a cut on your finger and would like it assessed for infection or you require a medication refill, we are here for you.</p>
<p>MEDICAL LIAISON AND ADVOCACY</p>	<p><b>Your “Friend” in Medicine</b> When you have a problem that is not getting the attention you feel it deserves, BMC can step in to advocate for you. We assist you in navigating the medical system so you can get to the right practitioner, for the right services, in the shortest amount of time. This also includes coordination of healthcare services and finding the right family practitioner in your area.</p>
<p>RAPID SPECIALIST E- OPINION</p>	<p><b>Confirming your first steps, faster</b> BMC can present your problem to a specialist in over 15 different disciplines to either confirm a diagnosis or more likely, to request an initial electronic opinion usually before a traditional referral to a specialist’s office has even established contact. Although not all disciplines are included, we do have access to specialists across the province and can often start you on the right path while advocating for your initial appointment time.</p>
<p>OPTIMIZED REFERRAL SERVICE</p>	<p><b>Your Inside Track</b> The BMC team will assist in cases where you feel that your given wait-time is too long. By understanding your case, utilizing our network, and keeping tabs on where there are openings, we attempt to find you a qualified specialist and appointments in a shorter period of time. Additionally, we work to expedite diagnostic imaging bookings where possible.</p>
<p>COMPLEX CASE REVIEW AND RECOMMENDATION</p>	<p><b>Detailed Review and Thoughtful Plans</b> For clients that have more complex health concerns we are available to do detailed case reviews, research conditions or give a second opinion, where appropriate. If you need a new doctor or are not sure of what to do about your problem, our dedicated case review can gather information, give an opinion on common but complex problems, while helping to guide your appropriate next steps.</p>
<p>NEW CONSULTATION ATTENDANCE</p>	<p><b>Knowledge in Your Corner</b> Your health care journey can be intimidating and anxiety provoking at times. We know that between 40-80% of medical information is forgotten during a stressful medical appointment. We are here to help and at your request, can be present with you during a new consultation meeting providing a medical lens to your situation. Additionally, if you grant us permission, we will ask relevant medical questions on your behalf and ensure the path forward is clear.</p>
<p>PROCEDURE TRACKING AND AFTERCARE</p>	<p><b>Ready For You in Your Time of Need</b> If you notify us of a significant upcoming procedure or surgery, your medical concierge will ensure you have what you need before and after your surgery. This can range from what to expect, where to go, or coordinating recovery plans. At your request, BMC will be available as a resource to assist before and after your procedure.</p>
<p>REGENERATIVE MD/ SPORTS MEDICINE RAPID ACCESS</p>	<p><b>Keeping You Moving</b> We know that living a healthy and active lifestyle can come with aches and pain. Your BMC enrollment gives you preferred and rapid access to Regenerative MD and/or an expert sports medicine physician when needed. With the collective goal to heal, rejuvenate and preserve your joints and tendons, taking a proactive approach and having expert guidance can be invaluable.</p>

## Laboratory Appointments Overview

The BMC Lab will be open Tuesday and Thursday 9:00am -12:00pm.

We can collect most laboratory tests that are commonly requested in general medical practice.

Please note, however, that there are limitations to what tests we can process. We are unable to collect the following tests:

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### Laboratory Tests Unavailable

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24-hour Urine Specimens	Glucose Tolerance Test
D-Dimer	H-Pylori*
Drug Screenings/Levels	PTT
Epstein Barr Serology Panel	Transfusion Medicine
Fibrinogen	Vitamin D*
FIT Testing	

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\*Can be considered with some restrictions.

### **You must bring your laboratory requisition to your appointment.**

Please note that on your requisition form there could be “additional tests” listed. There is a possibility that we may not be able to draw those additional labs. If you are unsure or have questions, please consult with our BMC staff.

**Pediatric laboratory requests** will be reviewed on an individual basis for those between the ages of 7 – 12 years of age. Please message the Birchcliff Medical Concierge Team prior to booking a laboratory appointment to discuss your child’s blood work requirements.