

DR. K. KOPROWICZ

525 WEST ST. South, ORILLIA, ON L3V 5H2

OFFICE HOURS:

8:00- 16:00 Monday, Tuesday and Thursday

10:00 to 19:30 Wednesday

8:00 to 13:00 Fridays

Third Saturday of each month

These hours are subject to change without notice

WELCOME TO OUR CLINIC

PREPARE FOR YOUR VISIT: OHIP CARD is required if service is covered by provincial insurance.

Please bring all your vitamins, supplements and prescription bottles with you to each appointment for verification.

FOOTWEAR: To maintain clinic cleanliness you are required to remove your outdoor footwear upon arrival.

Please bring your indoor footwear to your appointments.

There are slippers available for use free of charge. Shoe covers sell for 50 cents per pair.

LAB TESTS: You will hear from us **if** we need to discuss your test with you. Please do not call us earlier than 7 days after the test as your result may not be available. Certain tests like CT scans and paps may take up to a month. If we haven't called you and you still want to know the results of your tests, please make an appointment to see the Doctor.

APPOINTMENT CALLS:

If you wish to make an appointment for a regular, non-urgent visit with the Doctor, please call after 9:00 a.m.

CANCELLING APPOINTMENTS: It is very important that you call our office to cancel an appointment, this way another patient may take your place. Please call the office immediately when you know you are unable to attend.

The charge for first missed appointment is currently \$40.

IF YOU WISH TO SPEAK TO THE DOCTOR: If you have a non-urgent concern or want information from the Doctor, please leave a detailed message with the Receptionist. A member of the staff will return your call as soon as possible. If you wish to speak to the Doctor directly, a \$50 fee per 10 minutes will apply.

EMERGENCIES: Naturally, you should call us immediately if the situation is urgent. Be sure to tell the Receptionist as soon as they answer the phone the reason for your call and why you believe the situation is urgent. If it is after hours, go to the nearest Emergency Room or call 911.

PRESCRIPTION REFILLS: Prescriptions are renewed over the phone **in exceptional circumstances only.**

There is a \$25 charge. Please remember to get refills when you see the Doctor.

LETTERS/NOTES/FORMS & other Services not covered by OHIP.: There are charges for these services.

Talk to the Receptionist before you present your request to the Doctor.