

## **Intake Process and Clinic Policies**

Clients may email questions to [melissa@simpwell.ca](mailto:melissa@simpwell.ca) at any point.

Emails are generally responded to within 3 days.

Clients who are interested in starting care with Melissa Young NP / Brookfield Optimal Health will be asked to complete an intake form. This will include completion of a symptom rating scale.

Clients may request a 10 minute complimentary phone appointment to ask questions about HRT. An in depth personal assessment and specific treatment plan is not the reason for this visit, however, general questions and concerns about HRT and the practice can be answered. This is designed to help individuals understand if the clinic and provider are a good fit, and lab results are needed before a specific treatment course is determined.

Individuals who wish to proceed with treatment and booking an appointment can do this by email. A lab req will be sent via email, the client will print this and get labs drawn prior to visit one. Most labs are covered by OHIP but several may require payment to the lab. Labs should be completed 5 days before the first visit.

Appointments are available in-person at Virgil's Pharmasave on Thursdays or by telemedicine with other booking options. Occasionally an appointment may be available same day, however, usually appointments are booked within 2 weeks.

At visit one there is an in-person assessment, lab review, and review of intake form. A treatment plan is established with medications for the first 3 months of treatment. A 3 month follow up lab req is provided and a follow up visit is usually booked.

Payment is due at first visit and payment is preferred by e transfer or check. Cash can also be accepted. A receipt is provided and payments are tax deductible as are other health care expenses. As nurse practitioners in Ontario cannot bill OHIP, this is a private pay service. Payment is obtained prior to release of prescriptions.

At the first follow up appointment, medication refills are provided for the remainder of the year.

Clients should ensure that medications are filled during visits.

Should clients wish to continue with the HRT program, annual labs and appointments are advised. Clients should obtain sufficient HRT prescriptions to last until the next appointment time.

Clients are responsible for ongoing follow up with primary care providers, including participating in all recommended cancer screenings (colon cancer screening, breast screening, cervical

cancer screening). Annual PSA testing is advised for male patients on testosterone replacement therapy and will be ordered and reviewed by Melissa annually, unless otherwise ordered by another provider. An annual digital rectal exam to assist with detection of prostate cancer, is strongly advised, and this may be done at the clinic or by another provider.

Some clients may require more frequent labs while adjustments to HRT are being made, these more frequent labs and phone follow ups are included with the initial visit and follow up visit costs, no additional consult fees are billed for more frequent necessary monitoring.

If you feel that you are experiencing any symptoms that might be related to your HRT, please advise Melissa young as soon as possible regarding these concerns.

If you have a health concern that concern is urgent or emergent (example: chest pain, severe headache, one sided weakness, abdominal pains) immediately access emergency services by 911 or the emergency department without any delay.

Existing clients of Brookfield Optimal Health may text Melissa at 289.219.4531 to schedule an appointment or ask non urgent questions. Clients may expect responses within 3 days. Please do not use this number to call for appointments or questions as Melissa is usually not able to take this type of unscheduled call.

Please note that using email and text to book appointments and ask questions, implies that the client is granting permission for Melissa to also use this technology for replying. Melissa cannot ensure end-to-end encryption of personal health information and guarantee privacy for these methods of communication. If you do not want personal health information communications via text or email, please communicate your preferences with initial communication so that these preferences can be understood and accommodated.

Emails are responded to within 3 days, and emails should not be used to request help or communicate about urgent issues such as chest pain or severe headaches — anyone who is concerned about an urgent or emergent health concern should access emergency medical services.