



**Saddle Mountain
Medical Clinic**

Clinic Policies

Please always:

- Report to front desk before your appointment, then wait to be called to meet with your physician
- Inform the front desk if your doctor visit is WCB, ICBC, form, Drivers medical or first prenatal related.
- Report to the front desk with any Ultrasound, CT or MRI Requisition forms if you need it faxed or with any forms or notes.
- X-rays must be booked in advance at Arrow Lakes Hospital. Please call 250-265-3622 to book.
- Payment is required prior to the release of any form.
- Scent Free Zone: Due to the health concerns arising from exposure to scented products, Saddle Mountain Medical Clinic has instituted this policy to provide a scent free environment for all employees and patients.
- Verbal threats, acts of violence, foul language and abusive behavior will not be tolerated and may result in removal from this facility and/or prosecution.
- Due to the increased number of missed appointments, patients who have missed an appointment and have not phoned to cancel will be sent a \$30.00 no show fee. This is in order to facilitate better scheduling for all patients.
- We do try to keep urgent spots available for those who are acutely ill. If your concern is not of an urgent need, please expect to wait at least 3-4 weeks for an appointment.

Thank you!