



# eunoia medical

in pursuit of a well mind

PATIENT AGREEMENT

VERSION 9 - JAN 2024



# WELCOME FRIEND.

Thank you for your interest and becoming a patient of Eunoia Medical.

Eunoia Medical is a small and unique medical clinic that relies heavily on technology for its operation and effective care of its patients.

Enclosed in this document are some guidelines and expectations for patients of Eunoia Medical so that we can be sure to keep the relationship moving smoothly.

Please read the following pages carefully and be sure to get in touch with us should you have any questions or concerns.

DR. CARLY CREWE, MD CCFP  
MD PSYCHOTHERAPIST  
FOUNDER, EUNOIA MEDICAL

# WHAT IS EUNOIA MEDICAL?

Eunoia Medical is an innovative, 100% virtual mental health clinic specializing in women's mental health. Care is provided by a team of female family doctors.

*Through Eunoia, we provide:*

Comprehensive mental health consultations, whether by self-referral or physician referral

A fully virtual platform with online appointment booking allowing care wherever you are

Education about mental health disorders and their various treatment options, as well as support + coaching to implement and sustain those strategies

A blend of medical, holistic, integrative, psychotherapeutic and nutritional strategies to treat your mental illness and symptoms.

*Here are a few of the things we can help with:*

Mood disorders such as anxiety and depression

Perfectionism and self-esteem issues

Passive communication styles and relationship boundary issues

Sleep disturbances and insomnia

Attention difficulties such as ADD and ADHD

Medication trials, switching and tapering

Diet changes to help improve brain health and mental health + the coaching to implement them in a sustainable way

WHAT IS EUNOIA?



# GETTING STARTED

HOW TO BECOME A PATIENT OF EUNOIA MEDICAL

## Setting Up Your Patient Portal

An email and commitment to use online scheduler and online patient portal is **required** for patients of Eunoia Medical. The AVA Connect portal for secure messaging between providers and patients.

After your Meet + Greet Appointment with our nurse, you should receive an email invitation to join the AVA Connect portal from our clinic.

If you do not receive this email, **please let us know by emailing [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca).**

Following your First Consult with your provider, you will be able to book follow up appointments via the AVA Connect Portal.

## Administrative or Appointment Concerns

The quickest and most effective way to get in touch with Eunoia Medical is **via email ([hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca).)**

Phone calls will be returned within 2 business days. We maintain office hours from M-F from 9:00am-11:00am MST.

Medical issues are not to be discussed outside of a medical consultation. Note that email is not secure and not an appropriate forum to discuss mental health concerns as these should be done within secure telemedicine consultations.

# PATIENT POLICY + AGREEMENT

COMMONLY ASKED QUESTIONS + QUICK REFERENCE SHEET

## CONTACTING EUNOIA MEDICAL:

- Email us at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca) for most concerns.
- You may call at 587-205-5900 and we will return your call within 2 business days. Please note calls are answered between M-F, 9:00-11:00am MST.

## STARTING YOUR APPOINTMENT:

- At the time of your appointment (or within 5-10 minutes of the start time), you will receive a text message inviting you to the telemedicine room by clicking a link.
- Sometimes you will use a back up system (Doxy.me, Zoom or a phone call.) Individual providers use different systems and they will explain them to you.
- Sometimes, technology glitches and a back up system is needed. If you do not hear from your provider **at 15 minutes past of your appointment time**, send us an email at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca).

## CANCELLING OR RESCHEDULING YOUR APPOINTMENT:

- **Please note that we require a minimum of 24 hours notice to cancel or reschedule your appointment.** Failure to cancel your appointment with adequate notice will result in a cancellation fee being charged (\$60-\$120 depending on the length of your appointment.)
- If you need to cancel your appointment, please do so via your AVA Connect patient portal (minimum 48 hours before your appointment.)
- If you are struggling to cancel your appointment on AVA Connect, or are cancelling <48h, then please email us at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca) and we will assist you.

## PATIENT PORTAL CONCERNS:

- If you have issues accessing your patient portal for AVA, please email us at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca).

# PATIENT POLICY + AGREEMENT

## VIRTUAL APPOINTMENTS + CARE EXPECTATIONS

### Your Care at Eunoia

Each patient's mental health concerns are unique and require an individualized approach. That being said, the goal of care through Eunoia is to help you feel empowered to manage your own mental health and provide you with the skills to return to your daily life with improved mental health.

To serve the maximum amount of women through Eunoia, individual patient sessions are limited to 10 (dependent on the situation.) During these sessions, your provider will provide you with the knowledge + support you need to feel confident to manage your mental health, with occasional check-ins as needed.

### Your Appointments

Your virtual appointments will be conducted via a secure telemedicine room from within AVA EMR (our medical records system), on Doxy.me or via Zoom. Your physician will make clear which system they prefer to use.

### INTRODUCTORY SESSIONS:

For many patients, starting therapy is new and we want to ensure you feel ready to start your care journey and understand the commitment of so. New patients are required to attend a 60-90 minute introductory session before they are paired with a physician. Our administrative team will provide the session dates/times for new patients to attend virtual information sessions.

### STARTING YOUR APPOINTMENT:

- **At the time of your appointment**, you will receive a text message or email inviting you to the telemedicine room used by your provider.
- In some instances, **your provider may be 5-10 minutes behind**. She will invite you to the telemedicine room when she is ready for your consult.

# PATIENT POLICY + AGREEMENT

## APPOINTMENTS + FEES

### **Missed, Late or Cancelled Appointments**

Eunoia Medical uses digital appointment reminders via email to remind patients of their appointments.

Missed appointments contribute to loss of available appointment time for another patient. We understand that life happens, but **please do make every effort to make your scheduled appointments on time.**

**Appointments can be cancelled without a charge as long as a minimum of 24 hours is provided in advance and the cancellation is done via email.**

### **LATE CANCELLATIONS (<24H) ARE SUBJECT TO A CANCELLATION FEE.**

Appointments cancelled less than 24 hours in advance are subject to a fee of \$60 for a 15-30 minute appointment and \$120 for an appointment of 30 minutes or more. Please note that missed appointments are invoiced immediately.

### **Late Appointments**

If a patient is more than 10 minutes late for their appointment, the appointment will be cancelled and missed appointment fee will be charged (as above.) Please let your provider know either by email if you are running behind.

### **Payment of Fees**

Fees for missed or late appointments will be sent via secure payment link to the patient's email address on file. Any outstanding invoices are due prior to booking other appointments. Patients will be given a 3-week window to make their payment, if no payment is received they will be sent a follow up for an additional 3 weeks, and if there is no payment or communication then a final notice will be sent that after 3 additional weeks, care will be discontinued.

# PATIENT POLICY + AGREEMENT

COMMUNICATION, TECHNOLOGY + ADMINISTRATIVE CONCERNS

## **Online Scheduler**

All appointments are booked via the online scheduler or with your provider during your appointment. If you are having difficulty with the portal, please email us at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca) and we will help you out!

## **Administrative or Appointment Concerns**

The quickest and most effective way to get in touch with Eunoia Medical is via email. Phone calls to our clinic line (587-205-5900) will be returned within 2 business days.

## **Medical issues are not to be discussed outside of a medical consultation.**

Note that email is not secure and not an appropriate forum to discuss mental health concerns as these should be done within secure telemedicine consultations.

## **Results**

Occasionally, your provider may order lab work or other investigations as part of her assessment. If these investigations are normal, the patient will not be notified. If results are abnormal, patients will be contacted via secure messaging or phone depending on urgency.



# PATIENT POLICY + AGREEMENT

VIRTUAL APPOINTMENTS + CARE EXPECTATIONS

## **Expectations**

As many things in life, what you get out of your care through Eunoia depends on what you put into your sessions with your provider. It is expected that patients will attend their appointments prepared to be honest, open and with goals in mind. Naturally, mental illness can impact our ability to always know what is the next best step, but it's important that you're motivated and open to trying.

Please keep in mind that suggestions made by your provider in consultations are always optional and it is up to the individual patient to decide whether those suggestions are appropriate for their life and situation.

That being said, part of improving our mental health is challenging our long-held beliefs and behaviours so that we can create a new experience for ourselves. Therefore, your provider will challenge you to think about things in a new way, or try new habits or strategies that are unfamiliar to you. It is expected that you will communicate openly about your care, what is working and what isn't.

## **Patient-Provider Relationships**

Your experience in Eunoia Medical is important to us. In therapy situations, it is important to have a good relationship between patient and therapist. At times, due to personality conflicts or other situations, the initial therapist a patient is matched with in Eunoia will not be the best fit.

If you have gone through a few sessions with a therapist and determine that you would prefer to try another therapist in our clinic, please email us at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca). Therapist transfers will be evaluated on a case-by-case basis.

# PATIENT POLICY + AGREEMENT

VIRTUAL APPOINTMENTS + CARE EXPECTATIONS

## **Patient-Provider Safety**

- It is a policy of our clinic, to ensure everyone's safety, that patients not be driving or in other unsafe situations during appointments. If a patient is in an unsafe or inappropriate situation for an appointment, that appointment may be cancelled or ended prematurely if the physician determines a safety risk is present.
- The situation will be assessed by the physician and if there is a conflict regarding the patient-provider relationship, then a transfer of care may be the best course of action.
- The goal is to provide the best quality of care, and to do so both the patient and provider need to be committed, focused, and safe at the time of appointments.

# PATIENT POLICY + AGREEMENT

PRESCRIPTIONS, REFILLS AND OFFICE CLOSURES

## **Prescription Refills**

Eunoia Medical is not intended as a replacement for regular appointments with your family doctor and regular medications will not be refilled during your appointment with your Eunoia Medical provider.

Furthermore, medications prescribed by your provider at Eunoia Medical will not be refilled outside of an office visit without a charge. The charge for a prescription refill request outside of an office visit (via secure message, email or phone call) is \$50.00. Prescriptions will be faxed to the pharmacy of your choice.

Please plan accordingly and be aware of when your medications run out as prescription refill requests will not be fulfilled immediately. A prescription refill request can be submitted via secure messaging on the online patient portal (AVACONNECT.ca) and it will be fulfilled within 72 hours of submission. You may also speak to your pharmacist to see if they will provide an emergency extension until you can attend an appointment with your provider or another medical professional.

## **Office Hours and Closures**

During office closures, any lab and investigations are reviewed. Patients will be notified of schedule updates in advance and be able to plan ahead for when their appointments can be made.

**If you are in crisis**, you are encouraged to contact the Canada Suicide Hotline 1-833-456-4566 (24/7) or go to your nearest emergency department. If feeling like harming yourself, please go immediately to your nearest emergency department.

In the unlikely event of an emergency requiring the immediate attention of a provider in Eunoia Medical, please phone 587-205-5560. Please note this line is NOT for cancellations, rebooking or administrative concerns.

# PATIENT POLICY + AGREEMENT

SERVICES, WORK LEAVE + SOCIAL MEDIA

## **Services Not Provided**

Eunoia Medical is a boutique medical clinic specializing in mental health concerns in women. Therefore, general medical complaints and symptoms are not addressed, diagnosed or managed through telemedicine consultations or otherwise.

Eunoia Medical Providers do not refill regular prescriptions provided by your family doctor. Furthermore, narcotic pain medications, marijuana or sedatives will also not be prescribed via Eunoia Medical.

## **Work Leave**

At times, a temporary leave from work can be helpful in the treatment of a mental health disorder. That being said, work and purpose are integral to a healthy life and therefore, all requests for medical leave are treated with discretion.

A note provided to your employer for time off work is an uninsured service and as such, will be subject to a fee of \$50.00 and is required prior the note being provided.

## **Social Media and Online Interactions**

Our physicians and clinic use social media platforms to connect with community online. Patients and clients of the clinic are welcome to follow and be a part of the online community.

That being said, patients are discouraged from seeking to book appointments, discuss medical concerns or request refills of their medications via social media. Failure to comply with this boundary could result in termination of the physician-patient relationship and discharge from Eunoia Medical (see Page 8.)

# PATIENT POLICY + AGREEMENT

UNINSURED PATIENTS + SERVICES

## **Uninsured Clients**

Eunoia Medical Consultations are covered for patients with valid Alberta Health Care.

If you do not have valid Alberta Health Care, Eunoia services are privately funded by the patient. Patients are encouraged to contact their 3rd party insurance provider to explore whether they have funding for psychotherapy services provided by MD Psychotherapists.

## **Uninsured Fee Schedule**

All fees are in Canadian funds and due prior to service.

### **Initial Consult (60 minutes) - \$200**

Includes initial assessment, review of physician referral (if applicable), and therapy recommendations including medication suggestions and a consultation sent to your physician (if applicable).

### **Follow Up Appointments (30 minutes) - \$100**

### **Third Party Forms - \$50 per page (see policy below)**

### **Prescription Refill Requests (Without an office visit) - \$50**

## **Third Party Forms**

Your provider will complete forms related to work leave provided the leave has been prescribed as part of the treatment plan. Forms for short-term disability or otherwise will not be completed for other unrelated medical concerns.

All forms require pre-approval from your provider prior to faxing to Eunoia Medical. Forms are only received electronically via email to [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca). Upon approval and receipt, forms will be completed within 30 days. **Forms are completed at a rate of \$50.00 per page.** Payment is required prior to form completion.

# PATIENT POLICY + AGREEMENT

## TERMINATION OF THE PATIENT -PROVIDER RELATIONSHIP

### **Scope of Care at Eunoia Medical**

As a consultation and specialty based clinic, care at Eunoia Medical is intended to span a limited number of sessions (Patients are typically limited to 10 sessions with their provider - though the exact number will depend on each individual patient's situation). In some situations, patients may remain active patients at Eunoia Medical for an extended period of time, however the standard is 10 sessions. That being said, if either the patient or provider deem that the care is complete at Eunoia, patients will be returned to their family doctor for ongoing care.

### **Termination of the Patient-Provider Relationship**

The patient-provider relationship relies on trust, healthy boundaries and mutual respect. There are a number of reasons why a physician or patient may choose to terminate a professional relationship.

Some of these include:

- More than 2 missed appointments at Eunoia Medical
- Failure to use online booking protocols
- Failure to adhere to boundaries within the physician-patient relationship (ie. Discussing medical concerns outside of an office visit, requesting appointments via email or social media, requesting refills outside of an appointment repeatedly, etc.)
- Failure to pay for private services prior to service appointment
- Ineffective or hostile patient-provider relationship

Dr. Crewe and your provider reserve the right to terminate the patient-provider relationship. If such a decision occurs, the patient will be provided with written notification of the termination of the relationship including a timeline and direction on how to access continuing care for the patient as needed.

**Extended Absence from Clinic:** Please note that we do regular reconciliations of our clinic patients via email. If you do not attend appointments with Eunoia for 6+ months, our office will reach out to confirm you still continue to utilize our clinic. If we do not hear from you, your patient account will be discharged after 1 month. Patients who are discharged will need to conduct a new Meet + Greet.



WHAT'S NEXT?

# WHAT'S NEXT?

Thank you for reviewing this document.

If you have any questions or concerns regarding this Patient Policy + Agreement, please email us at [hello@eunoiamedical.ca](mailto:hello@eunoiamedical.ca).

Please note that the most up-to-date version of this document will be the guiding policy in any instances of confusion or misinterpretation.

We look forward to caring for you.



CHANGE IS  
HARD AT FIRST,  
MESSY IN THE  
MIDDLE AND  
BEAUTIFUL IN  
THE END.

PATIENT WELCOME PACKAGE