



ETOBICOKE HEADACHE CLINIC

Dmitri Aleksenko, MD
190 Sherway Drive, Suite 410
Etobicoke, ON M9C 5N2
P: 416-622-9409 | F: 905-849-8445
clinic@etobicokeheadache.com

Office Policies

This is an agreement between the patient signed below and Etobicoke Headache Clinic, located at 190 Sherway Drive, Suite 410, Etobicoke, ON M9C 5N2.

Headache Care

Etobicoke Headache Clinic provides care focused on primary headache disorders. If headache pain is not the primary concern for your visit, your care may be returned to the referring provider and/or family doctor.

Patients are asked to inform the clinic if they are receiving headache-related care from another physician or clinic. To ensure safe, coordinated, and appropriate care, the clinic does not provide duplicate or overlapping headache care, including procedures. If concurrent headache care is identified, the clinic may be unable to continue providing care, and headache management may remain with or be returned to the currently treating provider or family doctor.

Appointments

To book an initial appointment, all sections and questions of the new patient intake forms must be completed in full. This information is required to ensure your visit is safe and appropriate.

Appointments cannot be scheduled until the intake forms are complete, as this step is required prior to booking. If the forms are incomplete or only partially completed, your headache care will continue with your referring provider or family doctor.

We provide in-person and telemedicine appointments. All new patient visits will be scheduled in-person.

Missed Appointments & Late Cancellations

Patients are asked to provide notice if they are unable to attend a scheduled appointment. If a patient does not attend a scheduled appointment or cancels or reschedules on short notice (within 2 business days of the appointment), a rescheduling fee may apply.

For initial consultation appointments, the rescheduling fee is based on the length of the scheduled visit:

- \$100 for a 30-minute visit
- \$150 for a 60-minute visit
- \$200 for a 90-minute visit

For follow-up appointments, a rescheduling fee of \$50 may apply for missed or late-cancelled visits.

If a patient does not attend a scheduled appointment, cancels within 2 business days of the appointment, and does not reschedule the missed visit (with any applicable out-of-pocket fees addressed in accordance with EHC policy), care may be discontinued and returned to the referring provider or family physician, unless there are extenuating circumstances.



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Prescriptions

Please note that any prescription refill requests made outside of your scheduled appointment will incur a fee of \$30. This includes prescription refill requests sent directly from your pharmacy.

Respect

We work hard to ensure that you feel respected and welcomed at our clinic. At the same time, we expect mutual respect from you towards all staff at the clinic. Harassment of any kind, including but not limited to raising voices, making inappropriate remarks, uttering threats or profanity, will not be tolerated and may be considered grounds for termination of the physician-patient relationship and may result in being discharged from the clinic.

Honesty

Providing dishonest and/or misleading information (for example, providing false information for secondary gain) will not be tolerated and may be considered grounds for termination of the physician-patient relationship and may result in being discharged from the clinic.

Uninsured Services

OHIP pays for most medical treatments and services. Some services are not funded under OHIP (e.g. work notes, third party letters, Botox injections for chronic migraines, etc.) and are charged directly to the patient.

Acknowledgement

I, _____, have read and acknowledge that I understand and agree to the office policies outlined in this document.

Signature

Date Signed