



NEW PATIENT INFORMATION PACKAGE

Welcoming patients of Dr. Samantha Ike, MBBS

Thank you for choosing Bleams Medical Centre as your family medicine home. This package covers our office policies and processes so you know what to expect at your first intake appointment and beyond.

1241 Strasburg Rd, Unit 4, Kitchener, ON N2R 1S6
Tel: 519-742-4321 | Fax: 519-742-1305 | www.bleamsmedical.ca

Welcome

On behalf of Dr. Samantha Ike and the entire team at Bleams Medical Centre, welcome. We are pleased you have chosen us as your family medicine practice. This package explains how our office runs so your intake appointment and future visits go smoothly.

Please note: Dr. Ike is not currently part of a Family Health Organization (FHO) roster, so there are no roster enrollment forms for you to complete at this time. If this changes in the future, our office will contact you directly.

CONTACTING OUR OFFICE

For appointments or any other matter, please call our office. Our phone lines are answered during the hours below.

Day	Clinic Hours	Phone Line Hours
Monday	9:30 am – 4:00 pm	9:30 am – 12:00 pm & 2:00 pm – 4:00 pm
Tuesday	9:30 am – 4:00 pm	9:30 am – 12:00 pm & 2:00 pm – 4:00 pm
Wednesday	9:30 am – 12:00 pm	9:30 am – 12:00 pm
Thursday	9:30 am – 4:00 pm	9:30 am – 12:00 pm & 2:00 pm – 4:00 pm
Friday	9:30 am – 12:00 pm	9:30 am – 12:00 pm
Saturday & Sunday	Closed	Closed

- **Voicemail:** Our phone lines are busy during peak hours. If you are unable to get through, please leave a voicemail during clinic hours. A team member will return your call within 24 hours.
- **Online booking:** Non-urgent appointments can also be booked through our website at bleamsmedical.ca/bookonline.
- **Email:** info@bleamsmedical.ca (non-clinical and non-urgent inquiries only).

BOOKING APPOINTMENTS

- Bleams Medical Centre is an appointment-only clinic and is not a walk-in clinic. That said, we do hold slots for same-day and urgent needs, so it is best to call first thing in the morning to secure one.
- Regular appointments are scheduled for 10–15 minutes.
- Same-day appointments are available for semi-urgent needs. For urgent, life-threatening symptoms, please go directly to the nearest emergency department or call 911.
- Dr. Ike holds same-day urgent appointment slots for patients who need to be seen promptly for an urgent, non-emergency concern. Please call our office as early in the day as possible to request one.

Please Note: One to Two Concerns Per Appointment

Each appointment is reserved to discuss 1–2 medical concerns. This allows your doctor enough time to properly assess, examine, and address each issue safely and thoroughly. If you have additional concerns beyond what can be covered in your scheduled time, our staff will help you book a further appointment. This policy is in place for your safety and the safety of all our patients, and it cannot be waived at the time of the visit.

IN CASE OF EMERGENCY

- For a medical emergency (e.g., chest pain, severe shortness of breath, significant bleeding, vomiting blood), call 911 or go to the nearest emergency department immediately.
- St. Mary's General Hospital – 911 Queen's Blvd, Kitchener – 519-744-3311
- Grand River Hospital – 835 King St W, Kitchener – 519-749-4300
- For non-emergency medical questions outside our clinic hours, Ontario's Health811 line (dial 811) can provide guidance.

CANCELLATIONS & LATE ARRIVALS

- If you need to cancel or reschedule, please call the office and leave a message at least 24 hours in advance.
- Appointments cancelled with less than 24 hours' notice, or missed entirely, are subject to a missed appointment fee (see fee schedule below).
- Arrivals more than 15 minutes past the scheduled appointment time will be considered a missed appointment, and you will be asked to reschedule.

PRESCRIPTION RENEWALS & OUR ON-SITE PHARMACY

Bleams Medical Centre is home to Pharmasave Bleams Medical Pharmacy, located right within our clinic. Our pharmacists, Ehab and Meriam, work directly with our physicians, so in most cases you don't need to call our office to chase a renewal. Being one team under one roof means faster turnaround and fewer steps for you.

If you use an outside pharmacy, please ask them to fax renewal requests to our office at 519-742-1305. To avoid running out of medication, please submit renewal requests at least 2 weeks before your current supply ends.

NARCOTICS & CONTROLLED SUBSTANCES

Bleams Medical physicians do not prescribe or refill narcotics or opioids under any circumstance.

TEST RESULTS

- Dr. Ike will review all test results she orders (e.g., blood work, imaging). If follow-up is needed, our office will call you to book an appointment.
- You are welcome to book your own follow-up appointment to discuss any test result at any time.
- Please do not call the office to request results over the phone. Our support staff are not able to provide clinical results by phone.

FORMS & UNINSURED SERVICES

OHIP covers medically necessary services, but it does not cover everything. Services such as sick notes, form completion, cosmetic procedures, missed appointments, and prescription renewals without a visit are considered uninsured services and are billed directly to the patient, based on the Ontario Medical Association's suggested fee guide.

A summary of common fees is below. This list is not exhaustive; the full, current fee schedule is posted at bleamsmedical.ca/uninsured-services.

Uninsured Service	Current Fee
Missed / late-cancelled appointment	\$50
Prescription renewal without a visit	\$25

Uninsured Service	Current Fee
Sick note / work note	\$30
Letter for therapy or medical device	\$35
Completion of forms for physicals	\$20 / page
Copy or transfer of medical records	\$60

- Forms generally take 2–4 weeks to complete, and an appointment is required to review most forms with a physician.
- Instead of paying per service, patients may choose an optional annual block fee that covers most uninsured services for the year. Ask our front desk for details.
- If you are unable to pay for a service, please speak with our staff. We review these situations individually.

ZERO-TOLERANCE POLICY

Bleams Medical Centre is committed to providing a safe, secure, and respectful environment for all patients and staff. We do not tolerate verbal abuse, harassment, or any inappropriate conduct towards our staff. Such behaviour will result in removal from the clinic. Examples include:

- Pressuring staff for unavailable appointments
- Ignoring triage protocols
- Demanding medications
- Refusing to follow clinic policy

PATIENT FEEDBACK & CONCERNS

Your feedback helps us improve. If you have a concern about your experience at Bleams Medical Centre, please contact our Executive Director directly at admin@bleamsmedical.ca, or use the Patient Concerns form at bleamsmedical.ca/patient-concerns.

QUICK REFERENCE

- **Address:** 1241 Strasburg Rd, Unit 4, Kitchener, ON N2R 1S6
- **Phone:** 519-742-4321 **Fax:** 519-742-1305
- **Email:** info@bleamsmedical.ca
- **Website:** www.bleamsmedical.ca
- **On-site Pharmacy:** Pharmasave Bleams Medical Pharmacy – Ehab & Meriam
- **Emergency:** Call 911 or go to the nearest emergency department

We look forward to partnering with you in your health and wellness.



Dr. Arsalan Afzal, PhD

Executive Director, Bleams Medical Centre