



Hamilton Lake Clinic
Because your life matters

Welcome to Hamilton Lake Clinic

Welcome to Hamilton Lake Clinic. We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner.

We will do our best to provide you with same-day office visits and accept walk-ins for first available slots for all sick visits. Please let our staff know if you have had any information changes since your last appointment. You will be asked to fill out new registration forms annually on your first visit only.

All co-pays and past due balances are expected at time of service, unless a prior agreement has been made with our Administration. A charge of \$ 15 will be added to the payment if not cleared on same day. This charge will be deducted if the payment is cleared within 5 working days.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 10 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Please bring all of your prescription and over-the-counter medications with you at each visit.

Our office **policy for a missed appointment** is:

- There is a fee of \$10 for no show appointments without any notice.
- Two (2) no-show appointments will result in inability to give you appointments online or on the phone.
- If you cannot attend the appointment for some reason, you are expected to inform the practice at least 30 min in advance.
- If you are running late, please let us know so that we can reschedule your appointment.

Providing the highest quality of professional care to our patients is very important to us. Therefore, the following guidelines for dispensing medications in our office have been established:

1. If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 90 days at a time during your office visit.
 - a. When you are down to a 30 day supply of medication, we ask that you call and schedule your follow-up office visit in order to be evaluated and have your

medications adjusted or refilled. We ask that you allow enough time for us to make an appointment so you're not without your medication.

- b. **If your chronic condition is stable**, we will need to see you only once in 6 months. We will dispense medications on a phone request once in 6 months.
2. For the safety and well-being of our patients,
 - a. Requests for **new medications** (including antibiotics) and medication refills will not be taken over the phone or over the Internet during office hours without an appointment and evaluation by the physician.
 - b. We understand that unexpected situations arise, thus a small refill of a chronic medication will be granted for one or two days after office hours on an as-needed basis determined by the Locum. This allows patients to be seen and evaluated by the physician during office hours for all their medication refills.

There is **Zero Tolerance for abuse** in the practice. We are the service providers and we will provide an excellent service to best of our ability. There will be a policy of Immediate disenrollment from the practice if we experience any abuse from our clients.

If you need to reach the physician after hours, you can reach our answering service at **078390092**. **Our office hours for patient care are 8am -8 pm Mon/Thursday, 8am -6 pm Tue/Wed, 8am - 5 pm on Friday and 0830 am-1230 pm on Saturday.**

Hamilton Lake Clinic is affiliated with Hauraki PHO. Our electronic medical record allows us to receive patient results quickly and efficiently through our direct link with Health Link services. We will encourage all of you to register with Mange my health so that you can access your results from Home. This is an important resource in meeting our goal of providing high quality care in a timely manner.

The X-ray, Laboratory, Podiatry, Physiotherapy, ear clinic and overnight after hours cover is available within 300 meters of the clinic. There is easy access to Waikato Hospital s we are located very close to the Hospital.

Welcome to our practice and thank you for choosing Hamilton Lake Clinic for all your health care needs.

Sincerely,

Dr Dilawar Singh
MBBS,FRNZCGP,FAEG,MRNZCUCP
Dip. Skin cancer Medicine and Surgery (SCCA)
Dip. In Dermoscopy (SCCA)