



## Medify Optimum Policies and Procedures

Welcome to the Optimum program at Medify. Please familiarize yourself with this document, which outlines our operations policies.

### Life vs Optimum

Dr. Verma runs two programs lateral to one another. You are in the Optimum program, which provides full spectrum family practice, with additional time and services for a higher level of care.

**The Optimum program coordinator is Brittany. She is your main point of contact. Her contact details are:**

**Phone or text: 604-928-6963\***

**Email: [optimum@medify.ca](mailto:optimum@medify.ca) or [brittany@medify.ca](mailto:brittany@medify.ca)**

**Fax: 604-626-0847**

***\*Please label this phone number as Medify Optimum, for when you receive text messages***

The Life program coordinator is Marissa. She is your back-up point of contact if you are unable to reach Brittany, or if your question is urgent and outside of office hours. Her contact details are:

Phone or text: 604-226-0859\*

Email: [life@medify.ca](mailto:life@medify.ca)

Fax: 604-626-0847

***\*Please label this phone number as Medify Life, for when you receive text messages***

### Medify

102-88 Lonsdale Avenue, North Vancouver, BC, V7M 2E6

Optimum: p. 604.928.6963 f. 604.626 0847 e. [optimum@medify.ca](mailto:optimum@medify.ca)

Life: p. 604.226.8509 f. 604.626 0847 e. [life@medify.ca](mailto:life@medify.ca)

[medify.ca](http://medify.ca)



## Booking appointments

- Requests for appointments can be made by email, phone, or text. Requests made by email or text will receive a booking link to make an appointment.
- The Optimum administrative hours are:
  - **Monday 9 am - 4 pm**
  - **Wednesday 9 am - 12 pm**
  - **Friday 9 am - 4 pm**
- Phone lines are monitored during these hours. Outside of these hours, for non-urgent issues, leave a voicemail or send an email and a response will be provided during the next administrative hours.
- For **time sensitive issues** on Tuesdays or Thursdays during clinic hours, please call the Clinical Coordinator of the Life program at 604-226-8509 or email [life@medify.ca](mailto:life@medify.ca).
- **Dr. Verma does not provide medical advice through email.** Please reach out to your Clinical Coordinator if you have a question, concern or if you wish to discuss an issue with Dr. Verma, and she will facilitate this by making an appointment. Please provide a brief description of the nature of the problem if possible so the appropriate appointment can be booked.

## Virtual vs In-person appointments

- Dr. Verma sees patients both in-person and virtually.
  - His in-person appointments are booked on **Tuesdays 3pm-8pm**
  - His virtual appointments are booked on **Mondays , Thursdays and Fridays.**
  - You will receive a Zoom link the morning of your appointment to access the virtual appointments.
- Virtual appointments will be booked unless there is a specific reason for an in-person consultation.

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## Urgent Issues

- If you need to be seen urgently, please tell the receptionist and we will do our very best to accommodate you. However, our clinic does not take the place of an urgent care facility and this will not always be possible.
- For a true emergency, please visit your local emergency department, or call 9-1-1.

## Medical Correspondence

- Most correspondence is done through our electronic medical record (EMR) system, InputHealth. When you receive a message in this manner, it will come to your phone or email, and will contain a link. You must log in to access this information. The links are for one time use and expire after one week. These messages contain important information such as summaries, instructions, requisitions, recommendations and follow-up points. Please familiarize yourself with this method of communication.
- If you receive a file through this message, download it immediately, as the file will not be visible in the future.

## Prescription Refills

- Please review and anticipate your prescription renewals well in advance.
- We require a minimum of **five full business days** notice when a refill is needed.

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- In many cases, we can send your refill directly to your pharmacy on request. However, for certain instances, you will be asked to book an appointment to review your medications before a refill can be issued.

## **Vaccinations**

- We do not provide any routine vaccinations. We direct patients to either their local pharmacy or public health unit for administration of desired vaccinations.
- We respect personal autonomy and respect all personal decisions on whether or not to take any vaccination.

## **Lab Results**

- We encourage all patients to sign up for [MyCareCompass](#) through Lifelabs so you can review your own blood work. Note that only blood work is accessed via this method. You can not access results to x-rays, imaging, or any testing done through the hospital.
- Given the high volume of results received daily, we cannot contact all patients regarding normal test results. If you have had a test that you would like to review, we encourage you to contact our office or make an appointment.
- Upon request, we can send your results through our EMR system.

If you have any further questions, please feel free to reach out to your Clinical Coordinator.

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