



Norburn Medical Clinic
200-4012 E. Hastings Street
Burnaby, B.C. V5C 2H9
T: 604-299-2677 F: 604-298-6656

NEW PATIENT INFORMATION

Our Hours:

Monday – Friday – 8:00 a.m. – 5: 00 p.m.

Saturday/Sunday – Closed

Please note we are closed on Statutory holidays
including Easter Monday and Boxing Day

Where we are

Medical Associates was 1st formed as a Group Family Practice in 1946. Our office is now located on the south side of Hastings Street between McDonald and Gilmore on the 2nd Floor of the Regent Building which is now a Heritage Building and has been fully renovated. We are wheelchair accessible with large hallways, w/c accessible washrooms and an elevator.

Confidentiality

No information will be released without your written consent or a Court Order.

Appointments Only

Please do not walk in without an appointment. We are not a walk-in clinic.

Personal Information

Please make sure that your current address, all phone numbers (home/cell/work) and email address are on file along with emergency contact numbers. If you have recently moved it is especially important to update all information.

Medical Coverage

Please make sure your medical coverage is valid. If you do not have valid provincial coverage, there will be a private charge for your visit, payable the same day. We do not accept any coverage from outside of Canada, but you will be issued a receipt for your visit to claim upon your return home.

Forms

Uninsured Services such as the following are not covered by MSP and are payable by you on the same day of service. We accept cash/cheque/debit/visa & MasterCard.

Please note that all forms must have the patient section completed in full and signed BEFORE leaving forms with the physician or office staff:

Work-related forms or notes, pre-employment forms, all sick notes, driver medical forms, sports, school or camp forms, driver's forms, annual physicals with no prior health risks, tax forms, prevention, immunizations i.e. all travel shots, Gardasil, Shingrix, Prevnar, Havrix, and other miscellaneous items such as FluMist/flu vaccine if not eligible etc.

Services Available

Travel Advice and medicines, immunizations, some vaccines, cryotherapy, surgery room for minor lacerations or removals. There is a Life Lab located in the building, along with a pharmacy and there is an X-ray Clinic 2 blocks east.

Prescription Renewals

ARE NOT urgent matters, if you cannot get an appointment to speak with your doctor prior to the medication running out, contact your pharmacy. They can provide an emergency supply.

Cancellations or No Shows

We require **24 HOUR NOTICE OF CANCELLATION** as we have many patients waiting for appointments and failure to cancel will result in a charge **payable prior to the next visit** (BCMA Fee).

Test Results

Our staff does not give out results over the phone, by fax or by email – all patients are asked to speak with their physician for following all tests. Please do not ask staff to interpret the results for you. Please ask your physician how long it will take for the results to come back. You may also log in to Life Labs to view your test results – you must register with Life Labs.

Patient Behaviour

we fully support our staff and aggressive behaviour and any form of verbal or physical abuse towards our staff or others in this office will not be tolerated. We are working hard to provide the care you need, please be patient as we work to help you. Patients identified as aggressive or abusive will be discharged from this clinic.

Transfer of Medical Records

There is a charge for transferring your medical records which will be recorded on a CD and sent to your new physician, only after a signed release consent is received.

Discharged from Clinic

Any patient discharged from the clinic by the doctor will not be allowed to attend another doctor in the clinic and must find another physician outside of the clinic.