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Welcome to my patient information page

Please browse the FAQs and links for assistance and care

Number One-My Policy is

“Once a patient of mine - always welcome”

Which means you do not require a new spine referral to book if I've seen you in the past, but we do welcome updated status reports and imaging for the clearest picture of your condition to better assist you.

Please feel free to contact at the following numbers and e-mails for bookings or assistance.

Be advised that e-mails are not always secure so you may wish to refrain from sending personal and or medical details through this media

My Office Administrator is Cynthia Laplante cylaplante@toh.ca or 613-798-5555 ext 19138.

1: How do I get an appointment to see Dr. Wai?

If you require a return appointment please contact the Orthopaedic Clinic staff at 613-761-5136 option 1

If you require a post operative or hospital discharge appointment please contact the Plaster room at 613-761-4094 option 1

2: How do I get a first consultation with Dr. Wai?

Referrals should be faxed to our only fax number of 613-761-4944. They come directly to Dr. Wai's office. There is no Spine clinic-referrals should be directed to a specific surgeon to be triaged.

Dr. Wai triages all referrals received at 613-761-4944, then a receipt confirmation and wait time estimate is faxed to the referring physician within 2 weeks of receipt. Referrals are best when they contain physical history, therapies and interventions attended and imaging reports.

Appointments are also faxed to the referring physician to advise the patient so that all parties are aware of the date. If a referral is triaged as surgically non-urgent our receipt confirmation also provides therapeutic advice as well as a referral form to be used to update Dr. Wai for re-triage. This form could assist in highlighting spine health elements not previously indicated on an original referral.

If your referral is triaged in a 6 month plus wait list you could visit the following web site for patient back care advice.

<http://www.isaec.org/tips-for-your-low-back.html>

<http://www.isaec.org/isaec-exercise-videos.html>

3: What happens at my first appointment?

On arrival and check in you will be presented with a health history questionnaire to complete in the waiting room. These may be in paper format as we move toward patient tablets for information collection.

Once called into the examination room you may be greeted and assessed by a nurse, a resident and or a fellow. The Ottawa Hospital is a teaching hospital so there may be many involved in your assessment but be assured you have a team for your care and they all do report and discuss your case with Dr. Wai. There will be a review of the documentation sent for your consultation; a physical examination and possibly an x-ray or blood work during your visit. This first appointment may take 2 hours.

4: What happens if I need surgery?

This could be discussed and determined on your first consultation, or over time with information from additional testing ordered or unsuccessful treatments. In a clinic appointment, Dr. Wai would explain the surgery best suited for you and then a purple consent form would be signed by both of you and you would complete a preoperative health questionnaire booklet. Surgical bookings are patient status dependant not first comes first served and we can accommodate your wishes to defer a surgical date if you require.

You will be notified approximately 1 month in advance of your surgical date to allow for standard pre-operative blood, and x-ray testing and possible consultations with other physicians for example an anesthesiologist.

When Cynthia contacts you with your surgery date, she will also arrange a pre-operative question and answer appointment for you again in clinic a week or two before your surgery. She will also book your post operative appointment for 2 weeks after your surgery for suture removal and follow up care and planning. You will be sent an information sheet with all the dates and contact phone numbers.

Occasionally emergencies arrive and an elective procedure may be bumped to accommodate an emergency case. We will give you priority in rescheduling your surgery as soon as possible.

5: What if Dr. Wai orders testing for me?

Dr. Wai may order a CT scan or MRI or bone scan for example. These tests are preferably ordered through The Ottawa Hospital but on occasion the hospital may send the request to an alternate hospital such as the Montfort or CHEO. We can accommodate your request to complete some tests closer to home if you live far away from Ottawa, for example Pembroke. We would however wish to have an actual CD of the imaging to correspond with a faxed report.

How long is the wait and how will I be contacted?

Wait times for tests at the hospital Ottawa can be checked at the following web link:

<http://www.ontariowaittimes.com>

In the centre of the page-choose the blue header "Surgeries, MRIs and CTs" and then choose "Champlain" for The Ottawa Hospital specific wait times.

You will be contacted directly by the booking department. We will not be aware of your assigned date; so once you receive your test date please contact the Orthopaedic department at 613-761-5136 option 1 to book a return appointment to discuss the results and planning. Results are not given by phone or e-mail.

6: What if I have forms for Dr. Wai to complete or need a note?

You may require completed forms for insurance, your employer, lawyers or CCRA for example.

You may leave the forms in clinic; mail them to Box 502 1053 Carling Ave. Ottawa, ON K1Y 4E9 or fax them to 613-761-4944.

Please ensure that you have completed the patient section of any forms and signed the release of information section. Even if you hand deliver a form; it may arrive in Dr. Wai's care accompanied by other documents, so without your identifying information a blank form cannot be completed. If the requesting source pays for form completion the invoice will be sent directly with the completed documents to them. Some companies insist the patient pay for form completion so the fee is invoiced and mailed to the patient separately. Payments to Dr. Wai can be made by cash or check.

WSIB forms and chart copy requests are mandatory reporting and WSIB does pay for documentation. If your visit with Dr. Wai is as a result of an injury sustained at work, please ensure to provide your claim number on arrival at each clinic visit.

Please allow 2 weeks for form completion.

7: I would like copies of my chart or forms how do I get them?

We do not maintain physical charts in the office. All documents are now in Electronic format.

The Ottawa Hospital has created patient access through "MyChart". On registration for any clinic appointment or test, please provide your e-mail to the registration attendant. You will be e-mailed access to set up your secure route to view your medical records. If you have questions about the MyChart program you may call 613-737-8800. If you required printed copies you would contact health records at 613-761-4213 or fax 613-761-4462. There are fees associated with chart copy requests.

If you require imaging discs to visit another medical specialist we can co-ordinate with Film Library to send imaging CD's on your behalf. If you wish your own CD, Film Library will charge a disc creation fee.

Hopefully you have found some helpful guidance to most frequently asked questions. Alternatively we do invite your contact with Cynthia.