Get the Most Out of Your Appletree Visit

We all have an important role to play in creating the best possible healthcare experience.

- Treat everyone in our community with respect, courtesy and compassion.
- Confidentiality and discretion should be maintained at all times.
- Any children in your care must be supervised at all times.
- If your contact information is out of date, please let us know.
- Our physicians will work with you to determine the best treatment plan for your needs.
- Posted wait times are estimates only.
- View your test results in your Appletree Patient Portal.
- Appointments may be cancelled or delayed with notice.

Appletree Medical Group has a zero-tolerance policy for disruptive or threatening behaviours.

- Possession or display of any type of weapon
- Throwing objects or damaging or destroying property
- Assaulting or intimidating an individual, or threatening to do so
- Behaviour that may be deemed threatening to patients or staff
- Fraud of any kind, including in relation to insurance, prescriptions, tests and referrals

If you witness any inappropriate behaviour, please report it to a member of our staff. Additional information, patient resources and frequently asked questions can be accessed on our website.