KING-MAR Diagnostic Centre

Markham Rd & Eglinton Ave East

Patient Handbook

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Welcome to King-Mar

Our mission is to provide fast, efficient, high-quality ultrasound and X-ray medical diagnostic imaging solutions in Scarborough.

Our X-ray and ultrasound clinic in Scarborough, Toronto has experienced staff who provide you skillful health care professional service. Our state-of-the-art ultrasound and X-ray centre is made up of the latest technological facilities, medical know-how, equipment and excellent methods to facilitate quick and easy diagnosis for patients. The guiding principles of our practice are:

- Provide a safe humane environment for patients as well as the purely technical component of care
- Produce a diagnostic examination with the lowest risk and greatest benefit to the patient with optimal utilization of resources and maintenance of productivity
- Use only procedures of proven medical value
- Interpret these studies with the highest degree of competency using all available information including comparison with previous examination and procedures
- Communicate the findings and offer an opinion to the referring physician in an accurate, prompt, pleasant and efficient manner
- Consult referring physicians in order to select and perform only the most useful examinations/ procedures
- Efficiently manage flow of data including storage, retrieval, and general handling of images and reports
- Provide service with dignity and respect to all people regardless of race, nationality, ethnic origin, colour, religion, gender, age, type of illness, or mental or physical disability
- Maintain a diagnostic service that is administered in accordance with the highest ethical and professional standards
- Comply with all applicable legislation pertaining to the practice of diagnostic imaging, respect them and implement the same as may be issued from time to time by Accreditation Canada and/or the Ministry of Health of the Province of Ontario (MOH)
- Establish and follow a quality assurance program which meets or exceeds the standards recommended by the Canadian Association of Radiologists (CAR) and Accreditation Canada
- Encourage the trust and confidence of the public through high standards of professional confidence, conduct and appearance
- Refrain from divulging any diagnostic information to a patient
- Perform only those procedures which have been requested by qualified health practitioners and/or recommended by Radiologist

- Endeavour to provide optimum diagnostic information which will assist the referring healthcare provider in his/her patient management
- Not to influence any patient for the purpose of affecting of a change of medical practitioner
- Make every effort to preserve and protect the confidentiality of the patient's medical or the personal information obtained through professional contact with the patient unless it is relevant to the patient's care or safety of the other patients and/or health care professionals or where such disclosure may be legally required
- Co-operate with all related professions in the delivery of effective health care
- Not to engage in any activities which may result in a conflict of interest for either King-Mar or for the referring healthcare provider
- Employ qualified staff with adequate technical knowledge and skill in their field
- Encourage our staff to participate in continuing education so that an awareness of technical and clinical developments in their field can be maintained

With many years of experience in ultrasound and x-ray services and a history of meeting the community's health care needs, King-Mar offers many advantages, including:

- Friendly, helpful, courteous and experienced staff
- For your convenience, comfort and health, ultrasound and x-ray services are available in Arabic, Bangla, Chinese, English, Hindi, Punjabi, Tagalog and Urdu
- Radiologists with many years of professional experience
- Reports to your family doctor in 1-2 working days or faster in the case of an emergency
- Respect for and sensitivity to your cultural, religious and social background
- Flexible ultrasound appointment, where required, to accommodate your busy schedule
- Easy accessibility to King-Mar's location via TTC and ample free parking

Services You Receive

At King-Mar you can receive the following services:

- General Radiology (X-ray)
- General Ultrasound
- Obstetrical/Gynaecological Ultrasound
- Musculoskeletal Ultrasound
- Small Parts Ultrasound

King-Mar provides only the services that are listed in our requisition and fee schedule.

To receive a service, a current (not stale-dated) requisition from a healthcare professional (family physician, specialist, nurse practitioner, chiropractor, etc.) that is licenced to practice in Canada is required.

Patient Hours

King-Mar is open 7 days a week to serve you. Our hours of operation to serve you are:

Monday	9:00 am to 6:00 pm
Tuesday	9:00 am to 6:00 pm
Wednesday	9:00 am to 6:00 pm
Thursday	9:00 am to 6:00 pm
Friday	9:00 am to 6:00 pm
Saturday	9:00 am to 4:00 pm
Sunday	9:00 am to 3:00 pm

We are closed on public/civic holidays – New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

Please note that we are closed on the day of the holiday, not on lieu of day. For example, if Canada Day falls on a Sunday, we are closed on the Sunday, not the following Monday.

X-ray Examination

What are X-rays?

X-rays refer to radiation, waves or particles that travel through the air like light or radio signals. X-ray energy is high enough that some radiation passes through objects such as internal organs, body tissues, and clothing onto X-ray detectors such as film or a detector linked to a computer monitor. In general, objects that are denser such as bones and calcium deposits absorb more of the radiation from the X-rays and don't allow as much to pass through them. These objects leave a different image on the detector than less dense objects. Specially trained or experienced physicians can read these images to diagnose medical conditions or injuries.

What are the benefits of X-rays?

X-ray imaging exams are recognized as a valuable medical tool for a wide variety of examinations and procedures including:

- non-invasive and painless diagnosis of disease and monitoring of therapy;
- support of medical and surgical treatment planning; and
- interventional procedures such as placing catheters, stents, or other devices inside the body, or removing blood clots or other blockages.

Are there any risks with X-rays?

There is always a slight risk of damage to cells or tissue from being exposed to any radiation, including the low levels of radiation used for this test. But the risk of damage from the X-rays is usually very low compared with the potential benefits of the test. For example, the radiation exposure from a chest X-ray is about equal to the natural radiation exposure received during a round-trip airline flight from Montreal to Vancouver.

You can reduce your radiation risks and contribute to your successful examination or procedure by:

- Keeping a medical X-ray history;
- Making your current healthcare provider aware of your medical X-ray history;
- Informing X-ray technologists in advance if you are pregnant or think you may be pregnant.

Can you refuse an X-ray examination?

You do have the right to refuse the X-ray examination. If you do, please inform your physician that you have, as it may determine your treatment.

Why you have to tell if there is any chance of you being pregnant (females only)

The embryo is a rapidly developing / dividing cell system. This makes it sensitive to radiation, especially in the first trimester. A significant dose could increase the incidence of congenital (existing from birth) abnormalities by 1% over the natural incidence. It is proven that radiation in utero is harmful but it should be noted that the

probability of this occurrence is small. If you are pregnant, think you may be pregnant, or are trying to become pregnant, PLEASE, notify the technologist before your exam takes place. That way an assessment can be made of your specific situation to determine any risk to an unborn child. If it is decided that the risk is too high, then you may be asked to come back at a later date for your X-ray examination.

Does it hurt?

You will not feel anything during the exposure. It is the same as having your picture taken with a regular camera. You may be asked to hold an uncomfortable position or hold your breath for a short time to get a clear image of the body part being examined. The medical radiation technologist will assist you in finding a comfortable position that still ensures diagnostic imaging quality. Any movement could blur the image and make it necessary to repeat the procedure to get a diagnostic image.

What you have to wear or remove for the examination

We suggest you wear clothing you can easily remove as you may have to disrobe for the X-ray. Buttoned and heavily embroidered shirts will have to be removed for chest and spine X-rays and you will be given a gown. Abdomen views, hips, femurs, knees will usually require a gown, unless you are wearing pull-on pants or sweats without any metal or buttons. In a lot of cases, wearing a gown is necessary because many things can show up on your film and can add, obscure or cover the required information. There are obvious things such as coins, zippers, keys etc. Sometimes, plastic buttons, folds of clothing, or wallets, cards etc., can show up as well. You will have to remove any jewellery around the affected areas, for example, earrings, necklaces, glasses and dentures for upper spines and belly button rings for lower spines.

Will the technologist tell you if they see anything wrong?

Technologists are not allowed to diagnose X-rays. A radiologist (a doctor specifically trained to interpret radiology examinations) will analyze the images and a report with his or her interpretation will be provided to your doctor who requested the examination.

Ultrasound Examination

What is an Ultrasound examination?

An ultrasound examination uses high frequency sound waves to produce an image onto a screen that shows the inside of your body.

An ultrasound examination is performed by a trained health professional (sonographer) using a smooth, hand-held device called a transducer that they move across the body with a sliding and rotating action. The transducer transmits the high-frequency sound waves into your body. The sound waves are then reflected from the different tissues of your anatomy in different ways. The sound waves are converted to electrical impulses, which are used to produce a moving image onto the screen. Ultrasound can take high quality pictures or images of most parts of your body, which makes it an excellent diagnostic test.

The sonographer will be there with you and you have the opportunity to communicate any concerns that you may have.

Why you are having an Ultrasound

An ultrasound examination could be requested for many reasons. You will be most familiar with its use in obstetrics (medical care during pregnancy and childbirth). Ultrasound is an ideal examination to look at the baby as it grows throughout the various stages of pregnancy. In the first part of pregnancy, it can be used for confirming the age of the baby and therefore the most likely date of the birth, and for Down Syndrome screening. Later in pregnancy it is used to carefully exam how the foetus (baby) is developing and to ensure the foetus is growing in a healthy manner. Irrespective of the timing of the ultrasound, an obstetric scan is a wonderful opportunity to meet your forming baby.

There are also many other reasons that an ultrasound examination may be requested. For example, it is used to examine abdominal and other organs. Colour Doppler ultrasound can be used to watch blood flow in any of the arteries or veins throughout the various parts of your body. High-resolution ultrasound can be used to evaluate the musculoskeletal system (muscles, bones and joints related). Breast ultrasound is an important part of the assessment of any breast lump.

What happens during an Ultrasound?

Before you have the examination, the sonographer will ask you questions about why you have come for the ultrasound scan. They will then explain the procedure you are having in detail and answer any questions you have before they start the examination.

You are normally asked to lie down on a bed and the area to be examined is exposed while the rest of the body is covered. Clear gel is applied to the area of your body which is being imaged. The sonographer will then place the transducer onto this area using gentle pressure. The transducer is moved across the area with a sliding and rotating action to allow the image to project onto the screen. The sonographer takes still

photos from the moving images on the screen. During the examination you may be asked to perform some simple movements to improve the quality of the imaging. These movements you will be asked to perform will be simple, for example –

- "Taking a bigger breath" to assist during an abdominal ultrasound and allow the areas underneath the rib cage to be clearly viewed;
- during an obstetric examination you may be asked to roll around to encourage the foetus or unborn baby to roll into a position appropriate for imaging;
- in musculoskeletal ultrasound, the transducer moving over any painful areas often provides valuable insights into the true source of the pain.

However, if any of these movements cause you concern or discomfort, you should let the sonographer know immediately.

How long does an Ultrasound take?

Typically, an ultrasound examination will take about 30 minutes. However, some examinations, especially vascular imaging (blood vessel related), may take longer than this because of the detailed imaging that is required and the number and size of the organ or organs being examined.

It is best to ask the hospital or radiology practice when you make your ultrasound appointment how long the type of ultrasound you are having normally takes.

What are the benefits of an Ultrasound?

An ultrasound examination has many advantages. There is no radiation, which means that it is very safe, there are no injections and there is no pain. The high-frequency sound waves ensure the information is of very high detail, capable of looking at the very tiniest parts of your body. Imaging can be performed while there is movement so it is excellent for the imaging of babies and children.

Ultrasound provides excellent imaging of the soft tissues of the human body and is often the best and most appropriate diagnostic test.

Ultrasound can be performed with patient movement so it is ideal for imaging babies and children. Imaging movement is also very valuable in musculoskeletal (muscles, bones and joints related), gynaecological (women's health, especially of the reproductive organs) and vascular (blood vessel related) ultrasound. Dynamic imaging (moving pictures) provided by images using ultrasound sound waves gives the opportunity for looking at the inside of the body in positions or with movements where there is pain or movement restriction.

Are there any after effects of an Ultrasound?

Ultrasound is a safe examination which provides excellent imaging without any significant risk to the patient. There are no proven harmful effects of sound waves at the levels used in ultrasound performed in a proper clinical setting. In most situations, there should not be any after effects from an ultrasound examination. Occasionally,

patients report a little tenderness in the area that has been examined, but this is uncommon and rarely persists beyond the first hours after the examination.

Your Appointment

No Appointment Required

- An appointment is NOT REQUIRED for any X-ray, musculoskeletal ultrasound (Hip, Hamstring, Knee, Achilles Tendon, Ankle, Foot, Shoulder, Elbow, Wrist etc.) and certain general ultrasound (Scrotal / testicular Ultrasound, Thyroid Ultrasound, Breast Ultrasound, etc.).
- If preparation is not required for an ultrasound examination, an appointment is also not required for the same examination.
- ***Although an appointment is not required, please call 416-264-4343 before walking-in for these tests during clinic hours to confirm the availability of a time slot to save time and manage expectations.***

Appointment Required

- An appointment IS REQUIRED for general ultrasound (Abdomen Ultrasound, Pelvic Ultrasound, Prostate-Transrectal Ultrasound, etc.) and obstetrical ultrasound (Dating, Biophysical profile etc.). If preparation is required for an ultrasound examination, an appointment is also required for the examination.
- An appointment may be needed if you prefer ultrasound or X-ray service in a language other than English.
- If you are not sure whether you need to book an appointment, please call us and we will be happy to help you.

Booking an Appointment

To book an appointment and receive preparation instructions

- Please call us at 416-264-4343; or
- Fax your requisition and request to 416-264-4342; or
- Upload your requisition (and Refugee Protection Claimant Document, if applicable) on our website www.kingmardiagnostic.ca; or
- Send us an email to kingmar@rogers.com.

Appointment Reminder

King-Mar will remind you of your upcoming appointment via a text message. one day prior to the appointment through our automated reminder system. Therefore, please ensure that you have provided your cellular phone number to us.

Appointment Cancellation and No Shows

No shows are more than inconvenience. They deprive other deserving patients of getting their tests done and significantly increase the cost of healthcare provision. As a result, we require at least 24 hours cancellation notice. Missed appointments are subject to a $50 fee.

Preparing for Your Test

Abdomen Ultrasound

- Eat a fat free dinner the night before your appointment
- No dairy products or fried foods
- No carbonated drinks 12 hours before your appointment
- Do not eat or drink anything after midnight the night before
- Do not eat breakfast

Pelvis Ultrasound (All Types)

- Drink 4-5 glasses (or 2 small bottles) of clear fluid (water, juice, black coffee or black tea) 1 hour before your appointment time
- Do not void – A full bladder is necessary for the examination
- No fasting is necessary

Abdomen and Pelvis Ultrasound Together

- Eat a fat free dinner the night before your appointment
- No dairy products or fried foods
- Do not eat or drink anything after midnight the night before
- Drink 4-5 glasses (or 2 small bottles) of clear fluid (water, juice, black coffee or black tea) 1 hour before your appointment time
- Do not void – A full bladder is necessary for the examination

Obstetrical Ultrasound

- For less than 12 weeks: Drink 4-5 glasses (or 2 small bottles) of clear fluid (water, juice, black coffee or black tea) 1 hour before your appointment time. You must eat breakfast / lunch
- For 12 – 18 weeks: Drink 2 glasses (or 1 small bottle) of clear fluid (water, juice, black coffee or black tea) 1 hour before your appointment time. You must eat breakfast / lunch
- For over 18 weeks: No preparation is required. You must eat breakfast / lunch

Nuchal Translucency

- Drink 3 glasses (or 1.5 small bottles) of clear fluid (water, juice, black coffee or black tea) 1 hour before your appointment time
- Bring all the papers from your doctor (blood wok requisition, I.P.S. screening paper, etc.) with you to your appointment

Prostate-Transrectal Ultrasound

- Purchase a fleet enema from a pharmacy and follow the instructions in the package
- Administer the fleet enema 2 hours before your appointment time

- Drink 4-5 glasses (or 2 small bottles) of clear fluid (water, juice, black coffee or black tea) 1 hour before your appointment time
- Do not void – A full bladder is necessary for the examination

No preparation is required for other ultrasound tests such as scrotal/testicular ultrasound, thyroid ultrasound, musculoskeletal ultrasound and X-ray tests.

To ensure a smooth appointment, please confirm preparation instructions with our staff at least one day before your appointment.

Arriving for Your Appointment

King-Mar ultrasound and X-ray clinic is located in Scarborough Village in Markington Square Plaza - one block east of Markham Road and Eglinton Ave East intersection.

The clinic entrance is on the back (parking lot) side of plaza close to Dollarama.

You can enter the plaza from Eglinton Ave East at Cedar Drive or use the Kingston Road entrance located between Markham Road and Eglinton Ave East (Goodlife Fitness side).

Parking

There is ample free parking in the plaza. There are reserved spots for expectant mothers and persons with disability.

Public Transit

TTC Bus numbers 86 - Scarborough, and 116 – Morningside

- Get off at Eglinton Ave and Cedar Dr.; the stop is opposite to Markington Square plaza

TTC Bus numbers 102 - Markham Road, 902 - Markham Rd Express, 905A - Eglinton East Express and 986 - Scarborough Express

- Get off at Markham Rd and Eglinton Ave East intersection and walk one block east on Eglinton Ave East to Markington Square Plaza

What to Bring to Your Examination / Steps to Take

- Come prepared by following the preparation instructions, if any
- Bring your requisition
- Bring your valid, original Health Card, or original Refugee Protection Claimant Document
- Arrive 15 minutes before your scheduled appointment for registration (late arrivals may require rebooking
- Avoid bringing valuables

Preventing the Spread of Germs

To keep your safe and prevent the spread of germs, King-Mar has Infection Prevention & Control (IPAC) protocols in effect. King-Mar team will work closely with you to ensure your test is as safe as possible.

Please read and follow the self-screening signs on the entrance door and the foyer.

Hand Hygiene

Cleaning your hands is the simplest and most effective way to reduce the risk of getting an infection or passing germs to others. At King-Mar, handrub and handwash instructions are posted throughout the centre. Alcohol-based hand rub (70% or more) is available in the reception area and in each examination room.

In an effort to keep yourself safe, please remember to wash your hands after using the washroom. Please ask a staff member for assistance if required.

What to Expect at Registration

You will register with one of our receptionists. You will be asked to provide confirm your name, date of birth, address and telephone number. You will be asked for your OHIP card and/or other proof of insurance coverage. If you don't have insurance coverage, you will be asked pay for the test(s) with cash or e-transfer.

When you register as a patient, you will be asked if you are experiencing symptoms such as fever, cough, vomiting or diarrhea. You may be asked other infection-related questions. This helps your King-Mar team to take appropriate measures, as necessary, to decrease the risk of spreading infections throughout the health centre.

In the event that you are experiencing symptoms, you may be placed on "precautions" (usually indicated by a sign posted on the King-Mar entrance door. This means that your King-Mar team must wear personal protective equipment (i.e. gloves, gown, mask, visor) when in your room. These precautions help protect you and others from passing on infections.

After the registration, please have a seat in the reception area and wait for one of our technicians to escort you to the appropriate examination room. She/he will confirm your personal information, the tests to be performed and provide an opportunity to ask any questions you may have.

Paying for Your Examination

You examination is covered by Ontario Health Insurance Plan (OHIP) or equivalent provincial / territorial health insurance plan. Please bring your original, valid (unexpired) provincial/territorial health card with you to your appointment to pay for the examination.

If you are a refugee or a refugee claimant, your examination may be covered by the Interim Federal Health Program (IFHP). To pay for your examination, please bring your original, valid, Refugee Protection Claimant Document with you. We do not accept photocopies of the document.

If you don't have health coverage through a government program, the following Ontario Government-set fees apply (as of October 1, 2026):

X-ray Procedure	Fee	X-ray Procedure	Fee
A.C. Joints	$ 48.00	Lumbosacral Spine (4/5)	$ 50.10
Abdomen 1 View	$ 24.00	Lumbosacral Spine (6)	$ 60.90
Abdomen 2 or more Views	$ 36.10	Mandible	$ 36.05
Ankle 4 or more views	$ 36.10	Mastoids	$ 48.15
Arthritic Series Chest 2 Views	$ 36.60	Metastatic Series Chest 2 views	$ 36.60
Arthritic Series Skeletal 1 Film	$ 12.09	Metastatic Series Skeletal 1 Film	$ 12.09
Arthritic Series Skeletal 2 or more Films	$ 12.09	Metastatic Series Skeletal 2 or more Films	$ 12.09
Bone Age	$ 24.00	Nose	$ 24.00
Calcaneus 2 views	$ 24.00	Optic Foramina	$ 29.05
Cervical Spine 2 or 3 Views	$ 38.50	Pelvis	$ 24.00
Cervical Spine 4 or 5 views	$ 50.10	Ribs	$ 29.00
Cervical Spine 6 or more Views	$ 60.80	S.I. Joints	$ 36.05
Chest - Entire Spine	$ 83.95	Sacrum & Coccyx	$ 47.25
Chest 2 views	$ 36.60	SC Joints 2 or 3	$ 29.10
Chest 3 or more views	$ 45.70	Scaphoid	$ 36.10
Clavicle	$ 24.00	Scapula	$ 29.10
Elbow	$ 36.10	Scoliosis - Lumbar or Lumbosacral Spine	$ 38.50
Eye (F.B.)	$ 26.65	Scoliosis - Pelvis and/or Hip 1 View	$ 24.00
Facial Bones	$ 36.00	Scoliosis - Thoracic Spine 2 views	$ 35.80
Femur	$ 35.25	Shoulder	$ 40.85
Finger or Thumb	$ 24.00	Sinuses	$ 33.72
Foot 4 or more views	$ 36.10	Skull	$ 60.45
Forearm	$ 24.00	Soft Tissue of Neck	$ 24.25
Hand	$ 35.95	Sternum	$ 29.00
Hip	$ 35.65	T.M. Joints	$ 36.05
Humerus	$ 24.00	Thoracic Spine	$ 45.90
I.A Meati	$ 36.05	Tibia and Fibula	$ 24.00
Knee 2 Views	$ 24.00	Toes 3 or more views	$ 26.70
Knee 3 or 4 views	$ 36.10	Wrist	$ 36.10
Lumbar Spine	$ 38.50		

Ultrasound Procedure	Fee	Ultrasound Procedure	Fee
A.C. Joint	$ 43.05	Pelvic - Male	$ 80.25
Abdomen Complete	$ 80.15	Pelvic - Male Follow-up	$ 52.90
Abdomen Limited	$ 52.90	Prostate	$ 80.25
Ankle	$ 43.05	Shoulder	$ 43.05
Back	$ 43.05	Testes/Scrotum	$ 75.80
Bladder - Female	$ 52.90	Thyroid	$ 75.70
Bladder - Male	$ 52.90	Thyroid & Neck	$ 75.70
Breast	$ 39.20	Transrectal	$ 80.20
Elbow	$ 43.05	Wall Mass	$ 43.05
Extremity (per limb)	$ 43.05	Wrist	$ 43.05
Foot	$ 43.05		
Forearm	$ 43.05	Anatomy Recall	$ 87.70
Hand	$ 43.05	Biophysical Profile (28-40 Weeks)	$ 86.10
Hip	$ 43.05	OB Dating (<16 weeks)	$ 52.90
Inguinal	$ 43.05	OB High Risk Complete	$ 86.10
Knee	$ 43.05	OB High Risk Limited	$ 86.10
Leg	$ 43.05	OB Limited	$ 52.90
Lump	$ 43.05	OB Routine (>20 Weeks)	$ 52.90
Musculoskeletal	$ 43.05	OB Routine (16-18 Weeks)	$ 86.10
Neck	$ 75.70	OB Routine (18-20 Weeks)	$ 87.70
Other Soft Tissue	$ 43.05	IPS	$ 63.80
Pelvic - Female	$ 80.25	Transvaginal	$ 80.20

If you believe that you may have been charged for an insured service or for access to an insured service, please contact King-Mar's management first at 647-241-4825 or 647-215-2485 to resolve the matter. If you are not satisfied with the resolution provided, you may contact Ontario's Ministry of Health by phone (toll-free) at 1-888-662-6613 or by e-mail at protectpublichealthcare@ontario.ca.

King-Mar is committed to reducing barriers to healthcare. If you have limited financial resources to pay for an examination, please let our front desk know. Your may be eligible for our management's discretionary discount.

We accept only eTransfer and cash payments. We do not accept credit cards or debit cards.

Chaperones

You can bring your own chaperone or request one at any time. A chaperone is made available when examinations involve sensitive areas (e.g., pelvic, breast, or intimate imaging) or when a technician is of opposite gender.

Smoke Free Environment

King-Mar is committed to promoting a healthy community and safe work environment. King-Mar's premise is completely smoke and vape-free. No tobacco or other smoke or inhaled products use is permitted on King-Mar property.

Cell Phone Use

The use of cell phones is permitted in the King-Mar reception area. King-Mar reserves the right to request a cell phone be turned off or restrict the use. You may be asked to leave King-Mar if your use of cell phone is disruptive. Please be considerate.

Wi-Fi

King-Mar offers free Wi-Fi for patients and visitors. To use Wi-Fi, you will need your own Wi-Fi enabled device such as a mobile phone, tablet or laptop. To access free Wi-Fi, Wi-Fi password is available from the reception desk.

Photography and Videography Prohibited

Photography and videotaping are prohibited on King-Mar premises. If you need images of your unborn baby, please let our staff know and we will try to accommodate your request to the extent possible.

In line with Health Canada guidelines, King-Mar does not provide or allow keepsake video recording.

Fetal Gender Not Disclosed

King-Mar is a medical facility. Our technicians are not licensed to disclose fetal gender to patients. If your healthcare provider has requested such information, we will provide this information to him/her.

Waiting for Your Test

Although we examine patients promptly and it is in everyone's best interest to do so, sometimes delays can happen because of the situation beyond our control. Waiting for your test can sometimes be overwhelming. If you are inconveniently delayed for your test(s), we apologize and thank you for your understanding and patience.

What if you have urgency?

If you have a specific urgency, please let the receptionist know; we will do our best to accommodate. Such urgencies may include picking up your child from their day-care centre, reporting back to work, or special transportation needs.

What if you have an emergency?

Your doctor would have marked your case as an emergency case and you have priority over everyone else.

Why some people are being taken in before you although they came after you did

We can assure you that, except for emergency cases, no one is allowed to jump their queue. If someone arrived after you did but their test was started before yours, there can be many reasons including, but not limited to, the following:

- They had an appointment and they arrived on time
- You arrived very early and simply have to wait till your appointment time because there are no no-shows ahead of you
- You missed your appointment, arrived late by 10 or more minutes and your spot was allocated to someone else waiting in the queue
- Although you arrived on time, your preparation for test needs to be completed. For example, your bladder is not full
- They require a test for which there is no wait time or are accepted on walk-in basis. For example, most X-ray patients and some ultrasound patients are accepted as walk-ins but other ultrasound patients require booking and preparation
- Tests in their queue take much less time than tests in your queue. For example, X-rays in general take less time than ultrasounds
- They have an emergency and the tests must be performed immediately. Waiting for a test can have serious consequences for them or their unborn child
- Patient ahead of you requires extra time because of complications or personal issues such as age, disability, language barrier or other restrictions. Please keep in mind that health care is a personalized service; everyone including you must get the attention you deserve and there is no room for errors
- You are a walk-in patient and simply many patients walked-in just ahead of you – it's a timing issue and a common queuing phenomenon. Nobody knows why this happens but anyone working in call centre will attest to this.

Why you have to wait for so long

Your wait time is not as long as it feels. Anxiety about the test adds to that feeling.

When waiting for your turn, just for comparison and reference, please consider wait times in the case of following limited examples:

- Waiting to purchase breakfast at a fast-food restaurant
- Wait times at the airport – for clearing security or boarding an international flight
- Wait time at your doctor's office – in the reception area and the examination room
- Wait times in hospitals – emergency and walk-ins
- Waiting for a ride in an amusement park on a hot summer day
- Getting home in a traffic jam in the Greater Toronto Area

Can you go home and come back later?

Yes, you can go home or to your place of work and come back later. Before making the decision, please consider the time taken to go home, coming back and keeping your mind occupied with the test. Waiting in King-Mar's reception area, watching TV, reading a magazine or surfing the internet on your smart phone (Wi-Fi password is available from the reception desk) may be a better option.

Can you go to another place and get the test done faster?

The thought of going to another clinic or a hospital may cross your mind, sometimes reasonably so, but it may not achieve the objective of getting the test done faster. You are already here and lined up. Going to a hospital will probably involve parking costs, dealing with bureaucracy and lining up again!

Having all said and done, all we have to do is be patient as the word "Patient" implies. ☺

What to Expect During an Examination

Your preparation will be performed in a setting that provides safety, privacy, confidentiality and comfort for the patient.

Your technician will verify your personal information, review your requisition, confirm the tests requisitioned and explain the procedure to you. She/he may instruct you to remove only the clothing, jewellery or other items that will interfere with the procedure. She/he will provide a clean gown or sheet to change into. She/he may attach markers and accessory equipment/devices, where appropriate.

The technician will perform the procedure, take images (with a probe for ultrasound procedures, with an X-ray machine for X-ray procedures), complete worksheets to document measurements as required.

She/he will remove markers and accessory equipment/devices, where appropriate, instruct you to dress up, collect your personal belongings and wait in the reception area.

After ensuring that the procedure is complete as required, the number and quality of images is acceptable, she/he will provide post-examination instructions, if any needed and release you.

Please do not leave the premises till you are released.

Your Examination Results

When can you expect the results of your test?

A report of your test with normal priority is communicated to your healthcare provider within 2-3 business days after one of our radiologists has dictated it.

Results of urgent tests are communicated faster depending on the urgency of the test.

The time it takes your doctor to receive a written report on the test or procedure you have had will vary, depending on:

- the urgency with which the result is needed;
- the complexity of the examination;
- whether more information is needed from your doctor before the examination can be interpreted by the radiologist;
- whether you have had previous X-rays or other medical imaging that needs to be compared with this new test or procedure;
- how the report is conveyed by us to your doctor (in other words, email, fax or mail).

If there is anything that requires immediate attention, your healthcare provider's office will contact you and inform as to the best course of action. It is important that you discuss the results with the healthcare provider (family doctor, specialist, nurse, etc.) who referred you, either in person or on the telephone, so that they can explain what the results mean for you.

Our team is prohibited from providing or discussing any results with you – only a licensed healthcare provider can do it.

King-Mar does not disclose gender of a fetus.

Accessing Your Examination Results Online

Only persons legally authorized to receive the report shall be provided access.

You can access your reports and images through PocketHealth using the link available on our website under Access Your Images And Reports, if needed.

King-Mar does not provide reports and images on a removable storage device such as a CD or a USB.

Your Rights and Responsibilities

Your Rights

You have the right to:

- Receive clear information about examinations, procedures, risks, and costs
- Receive timely interpretative services in a timely manner
- Collaborate with your healthcare team to achieve your health goals
- Receive all information necessary to give (or refuse) informed consent when appropriate
- Express concern about the care or treatment you have received
- Ask when you have questions/concerns about your test
- Be treated with respect, dignity and courtesy throughout your examination journey
- Know the names and roles of your healthcare team
- Be treated in a considerate, respectful manner regardless of age, sex, ancestry, colour, ethnic origin, place of origin, creed/religion, disability (whether physical/mental, past/present/future, and/or perceived/actual), family status, marital status, gender identity or expression, sexual orientation, receipt of public assistance, and/or other future protected grounds under the Ontario Human Rights Code or the Canadian Charter of Rights and Freedoms
- Receive care free from discrimination, harassment, reprisal, and exploitation
- Be treated in a culturally safe manner if you belong to First Nations, Métis or Inuit
- Receive high quality care consistent with best practices and within existing resources
- Receive care in a safe and secure environment
- Access your healthcare record in accordance with current legislation and King-Mar policy
- Designate a person to be present with you during the test (chaperone, translator, support worker etc.)
- Coordination of services if receiving more than one service (to the extent possible)
- A safe care environment that is universally- accessible
- Have access to timely care and attention
- Privacy and confidentiality of all personal information and clinical records regarding your care in accordance with the King-Mar privacy policies and practices

Your Responsibilities

You have the responsibility to:

- Contribute actively to your healthcare and healthcare decisions to the extent you are capable
- To the best of your ability, provide the healthcare team with accurate and complete information
- Participate actively in your examination process
- Keep scheduled appointments, or cancel with at least 48 hours notice when unable to attend appointment so that another patient can receive the service
- Be considerate and respectful of King-Mar employees, professional staff, students, volunteers, other patients and families regardless of age, sex, ancestry, colour, ethnic origin, place of origin, creed/religion, disability (whether physical/mental, past/present/future, and/or perceived/actual), family status, marital status, gender identity or expression, sexual orientation, receipt of public assistance, and/or other future protected grounds under the Ontario Human Rights Code or the Canadian Charter of Rights and Freedoms
- Treat First Nations, Métis or Inuit members in a culturally safe manner
- Be active participant in your test
- Behave in a safe and responsible manner
- Be aware that the loss of your personal belongings and valuables are not the responsibility of King-Mar, and King-Mar will not assume financial responsibility
- Respect the privacy and confidentiality of other patients and the healthcare team
- Comply and ask others to comply with King-Mar infection control and safety policies
- Comply with King-Mar's zero tolerance for any form of workplace violence
- Meet financial obligations for uninsured services.

Your Privacy is Important to Us

King-Mar recognizes the importance of privacy and the sensitivity of personal information, in particular, personal health information. Protecting the privacy of personal information is an important component in the provision of quality diagnostic imaging service to our patients. We are committed to collecting, using and disclosing your personal information in a responsible fashion, and only to the extent necessary for the service we provide.

King-Mar is responsible for the personal information we collect and hold. To ensure this accountability, we have developed the Privacy Policy which outlines how we manage your personal information and safeguard your privacy. We have systems in place to protect your personal and health information.

What is personal information?

Personal information is any information that identifies you, or by which your identity could be deduced. Personal information includes any health-related information.

Purpose for the Collection, Use and Disclosure of your Personal Information

Generally speaking, if we do not collect and use your personal information, we cannot provide you with our services. We collect, use and disclose personal information for the following purposes:

- To deliver quality diagnostic imaging services to you
- To identify and to ensure continuous high-quality service
- To assess your health needs
- To advise your physician with respect to health-related matters, and to render a diagnosis and/or treatment recommendation
- To enable us to contact and maintain communication with you, including, without limitation, to distribute health-care information and to book and confirm appointments
- To communicate with your physician and/or health-care providers and organizations where required for your health care
- To allow us to efficiently follow-up for testing, treatment, care and billing
- For teaching and demonstrating purposes on an anonymous basis (if possible)
- For research, health surveillance and statistical analysis of data purposes
- To determine whether you may be a good candidate for a particular research study
- To complete and submit claims for payment to OHIP and to other third parties (such as private health insurance plans) in order to be paid for the services rendered
- To collect unpaid accounts and to process payments in general

- To comply with legal and regulatory requirements, including the delivery of patient charts and records to the College of Physicians and Surgeons of Ontario (CPSO), Accreditation Canada or others as required under the Integrated Community Health Services Centres Act 2023 or the Healing Arts Radiation Protection Act in a timely fashion, when required, and to comply with any other agreements/ undertakings entered into with the CPSO or the Ministry of Health
- To permit potential purchasers or advisors to evaluate the facility in preparation for a sale
- To deliver your charts and records to our insurance carrier to enable the insurance to assess liability and quantify damages, if any
- To prepare materials for the Health Services Appeal and Review Board (HSARB)
- For administrative/management activities such as planning resource allocation, reporting or evaluation
- To comply with all regulatory requirements and generally with the law
- Such other purpose(s) that may be identified before or at the time the information is collected

We will only collect that information necessary for the purposes set out in this policy. To the extent that your personal information is to be used or disclosed for a purpose not previously identified, the new purpose will be identified prior to its use or disclosure. If you are unclear, our staff will be able to explain to you the purpose for which the information is being collected at the time of collection.

When you agree to diagnostic imaging by King-Mar, you will be deemed to understand and accept our collection, use and disclosure of your personal information for the specified purposes.

How is Personal Information Collected?

We collect information only by lawful and fair means, and not in an unreasonably intrusive way. Wherever possible, we collect your personal information directly from you at your first visit to the facility. We also collect information from your referring physician.

Consent

Our office will seek informed consent for the collection, use and/or disclosure of your personal information, except where it might be inappropriate to obtain your consent, and subject to some exceptions set out in law. You may provide your consent to us either orally or in writing. Your consent may also be implied through your conduct with us. For instance, your consent will be implied for the collection, use, publishing of your images/reports to one of the provincial Diagnostic Imaging Repositories and disclosure of your personal health information for the purposes related to your care (including sharing information with your referring physician) if you attend our facility for diagnostic imaging services.

In certain circumstances, as permitted or required by law, we may collect, use or disclose personal information without your knowledge or consent. These circumstances include (where applicable) where you are unconscious, too sick or not lucid; where collection or use is clearly in your interests and consent cannot be obtained in a timely fashion; to comply with a subpoena, warrant or court order, or as required or otherwise permitted by law.

Limited Collection, Use, Disclosure and Retention of Personal Information

The collection of personal information is limited to that which is necessary for the purposes identified in the Policy. Similarly, personal information is collected, except with your express consent, or as required by law.

We retain patient records in a way that protects your privacy. This includes electronic records and hardware. We use bonded contractors who must adhere to contractual privacy obligations. We retain your records and images as required by law and regulations, including the Ontario Regulation 215/23.

Updating Your Information

Since we use your personal information to provide health services to you, we will use our reasonable best efforts to ensure that the information is as accurate, complete and up-to-date as necessary for the purposes that it is to be used. If any of your personal information changes, please inform us immediately so that we can make any necessary changes.

Information Security

Our facility takes all reasonable precautions to ensure that your personal information is kept safe from loss, theft, unauthorized access, modification, use, copying, disclosure or tampering. Your information is protected whether recorded on paper or electronically. The facility staff is also aware of the importance of maintaining the security and confidentiality of all personal information in our possession.

Communicating with you

We are sensitive to the privacy of your health information and this is reflected in how we communicate with both you and other involved in your case. We protect personal health information regardless of its format.

Telephone: Your preference with regards to phone messages will be taken into consideration.

Fax: Our fax machines are located in a secure area and we use pre-programmed numbers to send transmissions.

Post/Courier: When health information is transferred to another location, it is placed in a sealed envelope and directed to the attention of the authorized recipient.

Accessing Your Personal Information

You may ask for access to any personal information we hold about you upon written request and with reasonable notice (with only a few exceptions). We will also advise you whether or not we hold personal information about you, how the information has been used, and to whom it has been disclosed.

More detail requests may be subjected to a reasonable fee for photocopying, converting information to an alternate format (if applicable) and staff time. We will advise you of the approximate costs before processing your request. We will respond to your request within a reasonable period of time and we will try to be as specific as possible.

Your rights to access your personal information are not absolute. Access can be denied for several different reasons, including:

- If doing so would likely reveal information about another individual, unless the other individual's information is severable or the other individual third party has consented
- If doing so could reasonably be expected to threaten the life or security of another individual, unless the third-party information is severable
- If the information is protected by solicitor-client privilege
- If doing so would reveal confidential commercial information
- If doing of access is required or authorized by law

If we deny your request for access to your personal information, we shall explain why.

Service Accessibility and Barrier Minimization

King-Mar is committed to minimizing barriers to accessing our services. King-Mar has identified that barriers to access may include physical accessibility (wheel chair needed), language barriers (do not speak English to effectively communicate), financial barriers (clear pricing, uninsured and unable to fully pay out of pocket), health literacy challenges, cultural barriers (need technician of a specific gender etc.), and digital access barriers.

King-Mar has policies and procedures in place to support our team in their interactions with our patients. King-Mar management has taken actions to minimize such barriers where possible, including but not limited to:

- Wheel chair accessibility with automatic door opening switch, providing a wheelchair if needed and allowing the use of guide dogs
- Providing services in multiple languages
- Using plain-language materials/communications
- Flexible appointment scheduling – King-Mar is open 7 days a week
- Community outreach initiatives – work with seniors' homes, uninsured services etc.
- Coordinating with organizations that provide funding for the uninsured services and/or provide service at a discounted rate
- Providing services at a discount at the discretion of King-Mar's management

We Want to Hear from You

Compliments

King-Mar is committed to providing high quality, patient-focused care. To do this, we continuously seek feedback from our patients. We appreciate learning about your positive experiences so we can pass your feedback along to the staff, physicians and volunteers. There are many ways you can tell us about your experience, including:

- Patient Survey: Complete the Patient Survey Form available on our website
- Email: Send us an email to kingmar@rogers.com
- Reviews: Write positive 5-star Google reviews

Concerns

If you have concerns about the care, you received or if you have suggestions to improve service, please

- Discuss it with a staff member
- If you feel your concern is not resolved by the staff member, please call management at 647-241-4825 or at 647-215-2485. Please ensure that your name and phone number is displayed (not blocked). If you need to leave a voicemail, please leave your name, phone number and a brief description of the issue. Alternatively, you can send us an email to kingmar@rogers.com.

We will investigate your complaint and resolve it where possible, and provide a response to you within 10 business days of receipt of the complaint. If we anticipate that your complaint will take longer than 10 days to resolve, we will provide, a complaint acknowledgement to you within 5 business days of receipt of your complaint, date by which you can reasonably expect a resolution.

We will review your complaint with consideration to the following principles:

Accountability

- Communicate openly and seamlessly about the care you received
- Everyone on our team is accountable and supported to carry out their roles and responsibilities effectively
- A culture that values the experiences of our patients, families and caregivers and incorporates this knowledge into policy, planning and decision making
- Patient, family and caregiver experiences and outcomes will drive the accountability of King-Mar
- Act with integrity by acknowledging our abilities, biases and limitations
- Deliver safe care in a professional manner

Empathy and Compassion

- Act with empathy, kindness and compassion

- Acknowledge your unique physical, mental, emotional, cultural and spiritual needs
- Treat our patients in a manner free from stigma, assumptions bias and blame
- Understand that our words, actions and decisions strongly impact the lives of our patients, families and caregivers.

Equity and Management

- Provide equal and fair access to health care and services for all regardless of their ability/disability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education, stigmatization or location within Ontario.

Respect and Dignity

- Respect your individual identity, beliefs, history, culture and ability
- Our staff will introduce themselves and identify their roles within King-Mar
- Inform you of the imaging procedure to allow you to make an informed decision
- Keep your personal health information private, respected and protected as per the applicable laws

Transparency

- Converse with you about your care so that you can consider options for your care and decide about your care
- Maintain your health records accurately, completely and make them available and accessible across the provincial health system at your request
- Have a transparent, clear and fair process to express a complaint, concern, or compliment about your care that does not impact the quality of the care you receive

If you are not satisfied with the resolution of your complaint by King-Mar management, you can escalate your complaint to Patient Ombudsman. Patient Ombudsman is an independent organization established by the provincial government to help resolve complaints from patients, residents and caregivers about their experiences in Ontario's community surgical and diagnostic centres. Patient Ombudsman can be reached at https://patientombudsman.ca or via phone at 416-597-0339 or toll free at +1 (888) 321-0339 or via email to info@patientombudsman.ca.