PACE

PHYSICIAN ASSESSMENT
CENTRE OF EXCELLENCE

Patient Guide



Inside your PACE Patient Guide you will find

Welcome to the PACE Clinic 3

An Overview of the PACE Clinic 4

Mission, Vision, Values & Core Principles 6

About Collaborative Care in a Health Home 7

Hours of Operation & Contact Information 9

Directions to the PACE Clinic 11

Patient Information 13

Privacy & Security Measures 18

About Practice Ready Assessment 20

Consent Form 23

PACE
PHYSICIAN ASSESSMENT CENTRE OF EXCELLENCE

Welcome to the PACE Clinic

We wish to welcome you as a new patient of the PACE Clinic. We look forward to providing you with excellent primary healthcare.

PACE is a primary care clinic delivering primary care to Nova Scotians who are currently without a primary care provider. PACE does not accept patients directly. Nova Scotia Health refers those currently on Need a Family Practice Registry to the clinic. Patients will be patients of the clinic and may see a different physician or other health care provider at each visit.

The PACE Clinic provides primary care in a collaborative setting delivered by internationally trained physicians under assessment for licensure. These physicians are overseen by experienced family physicians trained in assessment.

We are committed to providing high-quality, patient-centered care at the PACE Clinic. If you have any questions or would like more information, please contact us at 782-358-0500.

We look forward to seeing you and welcoming you as a patient to the PACE Clinic.

PLEASE NOTE

Patients are referred to the clinic by Nova Scotia Health (NSH) from the Need a Family Practice Registry (NAFP). The clinic then accepts patients in the order it receives them from NSH. We can accept family members living at the same home address, and on the NAFP registry.

Patients at the PACE clinic may see a different physician or health care provider at each visit. You will not have the ability to choose which provider you see at each visit. Therefore, we are unable to guarantee you will be seen by a provider of a certain gender.

An Overview of the PACE Clinic

PACE is a unique medical clinic providing comprehensive primary care in Nova Scotia. At PACE, internationally trained physicians deliver high-quality healthcare, overseen by fully licensed family physicians to ensure excellence and continuity of care.

PACE is the first clinic of its kind in Canada. PACE consists of three parts:

1. **An orientation program:** assisting new-to-Canada physicians to understand the healthcare system in Nova Scotia. This orientation program helps set physicians up for success in long-term practice in Nova Scotia.

   One purpose of PACE is to support physicians in meeting with success in practice thereby helping to retain them in communities across the province.

2. **An assessment centre:** providing a robust work-place based assessment of internationally trained physicians seeking licensure to practice in Nova Scotia. Family physicians who have received intensive training in assessment will be the assessors and will be supported by expert resources.

   An aim of PACE is to expand the capacity to assess more internationally trained physicians in order to increase the number of licensed competent family doctors in Nova Scotia.

3. **Primary care clinics**: delivering excellent primary care by internationally trained physicians under the guidance of experienced physician assessors.

   The clinics offersprimary care to Nova Scotians who are currently without a primary care practice. PACE does not accept patients directly. Nova Scotia Health refers those currently on the Need a Family Practice Registry to the clinic. Patients will be patients of the clinic and may see a different physician or other health care provider at each visit.

   An objective of PACE is to decrease the number of patients in the province who are without access to primary care. Patients of PACE are attached to a clinic rather than to an individual physician.

The clinics offer immediate benefits to patients by increasing access to primary care, while also ensuring that internationally trained physicians receive the support needed to practice effectively in Nova Scotia. You will be a patient of the clinic and may not see the same physician at every visit.

We are committed to cultural safety, humility, and inclusivity, embedding these principles into every aspect of PACE—from facility design to staff training. Our goal is to create a sustainable and effective model that strengthens Nova Scotia's healthcare system for years to come.



PLEASE NOTE

Patients are referred to the clinic by Nova Scotia Health (NSH) from the Need a Family Practice Registry. The clinic then accepts patients in the order it receives them from NSH. We can accept family members living at the same home address.

Once an internationally trained physician successfully completes their assessment at the PACE Clinic and moves to their own practice, patients can consider moving to that practice.

Patients at the PACE clinic may see a different physician or health care provider at each visit. You will not have the ability to choose which provider you see at each visit. Therefore, we are unable to guarantee you will be seen by a provider of a certain gender.

Mission, Vision, Values & Core Principles

The Nova Scotia Physician Assessment Centre of Excellence's mission, vision and values aim to align with the needs of internationally trained physicians to enter practice, the requirements of the Nova Scotia's healthcare system and the expectations of patients.

VISION

Nova Scotia leads Canada in primary care through the assessment and welcoming of internationally trained physicians.

MISSION

PACE rigorously assesses the competence of internationally trained physicians for licensure while delivering excellent primary care.

Our Core Principles

EXCELLENCE AND INNOVATION

We are committed to advancing innovative, evidenced-based physician assessment and orientation methodologies to ensure standards of care and foster adaptability in meeting the needs of a dynamic healthcare environment.

CULTURAL HUMILITY AND SAFETY

We are steadfast in creating a safe, equitable, inclusive and accessible environment that celebrates diversity and promotes mutual respect among physicians, staff, and patients.

PATIENT-CENTERED CARE

We are dedicated to empowering physicians to provide competent, compassionate, and team-based care that results in improving access to excellent care for Nova Scotians.

About Collaborative Care in a Health Home

Team-based care is a key component of a Patient's Health Home, enhancing patient-centered care through a strong, well-connected team.

At the PACE Clinic, we believe in collaborative care, which means more diverse expertise is focused on your health. Our team consists of:

- internationally trained physicians who provide care directly to patients, while being overseen by fully licensed family physicians to ensure you receive excellent care
- experienced family physicians trained in physician assessment overseeing the care provided
- a family practice nurse
- administrative assistants

Collaborative care is a team-based approach to patient care widely adopted across the province. It features:

- **Patient-Centered Approach:** Your health needs are our main concern. Our team works to improve the quality and safety of the care we provide and will ask for your feedback. As a patient, you are a member of your health care team and are supported to make better-informed health care decisions.
- **Proven Model:** Collaborative care is a successful model used across Canada, including more than 80 collaborative family practice teams in Nova Scotia.
- **Comprehensive Care:** Our team provides a full range of healthcare services, from basic wellness check-ups to managing complex conditions. We arrange referrals and tests, and coordinate any follow-up care, including support to navigate the health care system.
- **Patient of PACE Clinic:** Whenever you receive healthcare outside of the PACE Clinic, such as emergency departments, specialists, physiotherapy, bloodwork, x-rays, etc., it will be important that you let them know you are a patient of the PACE Clinic so that your health information and results are received at the PACE Clinic.

- **Quick and Virtual Access:** We offer appointments at various times of the day and in ways that best meet your needs. We have same-day and next-day appointments, and we plan to eventually offer virtual care, where you can have an appointment by phone.
- **Consistent and Dependable:** Our team uses an electronic health record to coordinate your care so you don't have to repeat your conditions and symptoms at every appointment.

Hours of Operation & Contact Information

CLINIC HOURS OF OPERATION

Monday–Friday: 8 a.m. – 4 p.m.
Masking is required.

We are co-located with the NSH Primary Care Clinic which sees a large number of infant patients. Masking is therefore required in the waiting room and hallways. In the exam rooms, masks may be worn at your discretion.

When the PACE Clinic is closed

Currently, we do not offer a walk-in clinic.

Our goal is that you will be able to be seen within 3 weeks of calling to schedule an appointment. We make a limited number of same-day/urgent appointments-triaged by a family practice nurse.

For information on after-hours care, consult 211 or go online ns.211.ca. Alternatively, review the YourHealthNS app on your phone or website which can be found at www.yourhealthns.ca/services for healthcare resources.

YourHealthNS is a new app developed by the Government of Nova Scotia that lets you view your online health records and helps you to navigate health information, book services and discover care options, easier and faster than ever before. More information can be found at www.nshealth.ca/yourhealthns-feedback.

Contact Information

For patient inquiries:

Phone: 782-358-0500
Fax: 1-866-388-7505
Email: info@nspace.ca
Web: www.nspace.ca

CLINIC LOCATIONS

Halifax Shopping Centre – Halifax Place
7001 Mumford Road, Suite 101
Halifax, NS B3L 4R3

Kearney Lake Clinic
117 Kearney Lake Road, Unit 15
Halifax, NS B3M 4N9

Feedback

PACE is committed to providing high-quality primary care to our patients. Your feedback is invaluable in helping us improve and enhance the care we provide. If you would like to share a positive experience you've had, or have a concern or suggestion, we encourage you to share it with us.

We welcome feedback through multiple channels to ensure accessibility for all our patients.

IN-PERSON

You can speak directly with our staff or any member of your care team.

PHONE

Call the clinic at 782-358-0500. If you're not able to speak to someone, feel free to leave a voicemail.

EMAIL

Send an email to info@nspace.ca.

Our process for receiving complaints

1. The PACE Clinic will acknowledge receipt of feedback within 2 business days.
2. We will review details, collecting relevant information and documentation.
3. After a review, we will take steps to resolve the issue. We will contact you to discuss the resolution, including any actions we will take to address your concerns.
4. Your concerns may lead to changes in clinic procedures, staff training, or patient care policies to prevent future issues.

Directions to the PACE Clinics

Halifax Shopping Centre

At the Halifax Shopping Centre please enter at Entrance #2 (located in the East Parkade #3 parking lot) as indicated by the red arrow in the map below.



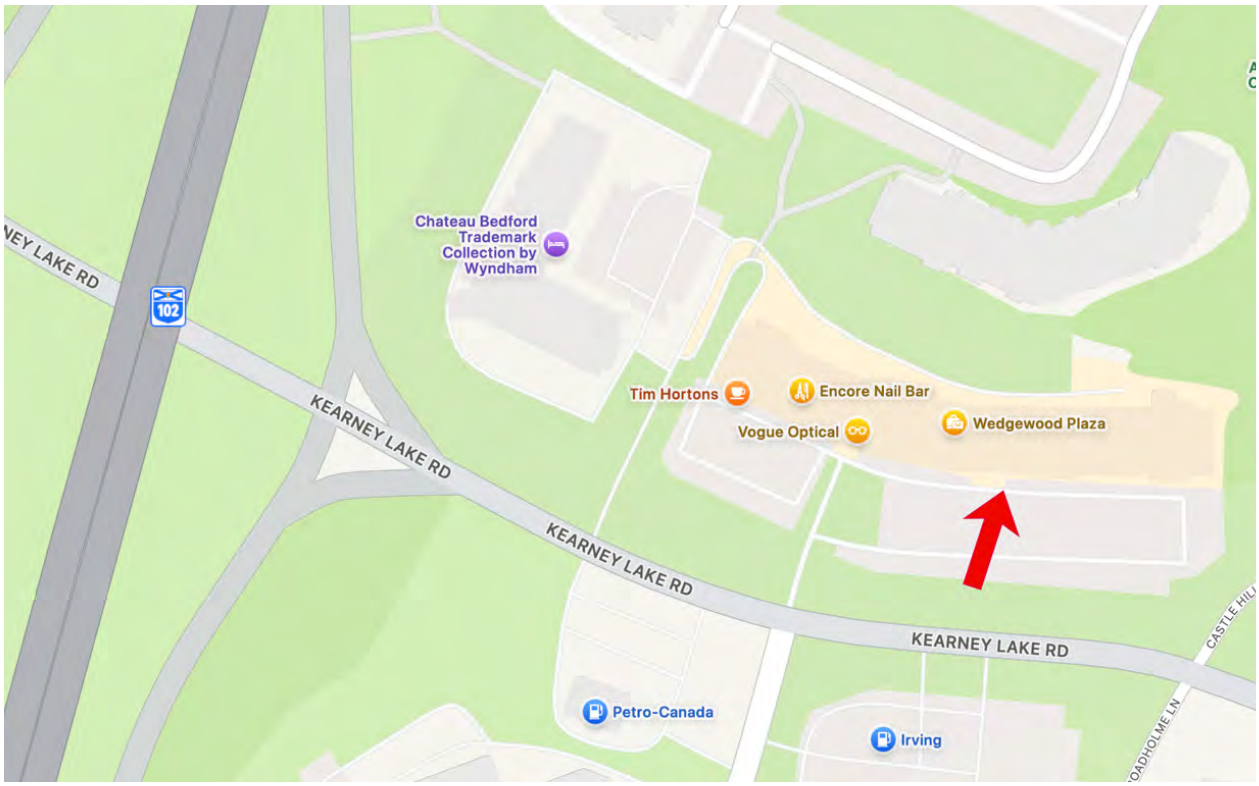
DIRECTIONS

- When you walk into the shopping centre, you'll see Starbucks on the right and Lindt on the left.
- Go straight across the hall towards NSHealth and Community Health Teams signage.
- Go through the glass doors; here you will see the elevator.
- Take the elevator UP to the 1st floor.
- When you get off the elevator, turn left and you'll see the clinic waiting room.

As you are making your way to the PACE Clinic, if you get lost or turned around in the Halifax Shopping Centre please just give us a call and we will help you find your way to the clinic.

Phone: 782-358-0500

Kearney Lake Clinic



DIRECTIONS

- From the 102 Highway (Bicentennial Drive) take Exit 2.
- Turn towards Dunbrack Street.
- Turn left at the next traffic lights (where Kearney Lake Road meets Parkland Drive).
- In the parking lot turn right and you'll see the PACE Clinic.

Patient Information

Your Care Team

Your care team is composed of the following:

- a family practice nurse
- administrative assistants
- internationally trained physicians
- Fully licensed family physicians

Internationally trained physicians will work with the family practice nurse to provide your medical care. All your care will be overseen by fully licensed family physicians. On the day of your appointment, you will be advised of the name of the internationally trained physician and the fully licensed family physician overseeing your care on that day.

PATIENT RESPONSIBILITIES

As a patient, you must provide correct and complete information about present complaints, past illnesses, hospital stays, medications and other matters related to your health. You must also tell your doctor about unexpected changes in your condition. Be honest about whether you clearly understand your medical care plan and what your role is in that plan.



Booking Your Appointment

You will be a patient of the clinic and may not see the same physician at every visit. You may meet with the family practice nurse and you will meet with the physician trained outside of Canada. Your care will be reviewed by a fully licensed family physician though you will not meet with them directly.

Patients are accepted from the Need a Family Practice Registry in the order we receive them from Nova Scotia Health. We can accept family members living at the same home address who are also on the NAFP.

At this time, we are only able to book appointments over the phone. Please call 782-358-0500 to book an appointment. If you are unable to access a phone, you may come into the clinic and speak with the front desk to schedule an appointment. However, we are unable to accommodate walk-in appointments.

APPOINTMENT REMINDERS

We have recently implemented a platform called OceanMD to send out appointment reminders. If we have an email on file, you will receive automatic appointment reminders at 7 days, 3 days and 1 day before your booked appointment. The email notification will come from PACE Clinic no-reply@cognisantmd.com. Please make sure to check your junk mail and allow emails from this address. If you do not have an email address on file, we will call you with an appointment reminder.

You may choose to cancel or reschedule your appointment at any point with at least 48 hours notice to our clinic. The clinic can then book that time so that another patient can be seen.

Canceling within 48 hours of your appointment time will be considered a 'no show'. If you are marked as a 'no show' or do not show up for 3 appointments without canceling, you could be discharged from the practice.

LATE APPOINTMENTS

Please give yourself plenty of time to find our location for your first appointment. Many people struggle to find us.

We are committed to providing care in a timely manner to our patients and doing the best we can to minimize the time patients spend waiting to be seen at the clinic. In order for us to provide timely, attentive service to each patient, the PACE Clinic relies on you to be on time for your scheduled appointments.

If you are late for your appointment, unfortunately you may lose your appointment time and may be marked as a 'no show'. There is a chance you will be able to wait to be seen if another appointment slot opens, if not you may choose to reschedule for another day.

MISSED APPOINTMENTS ("NO SHOW")

While our staff is committed to your health and well-being you play a big role in addressing your health needs.

Missed appointments will affect our ability to care for you. When you do not keep an appointment, it prevents us from giving care to another patient who needs our services.

We expect you to keep all of your appointments and require 48 hours notice to cancel or reschedule your appointment. To help you keep your appointments we will email or call you to remind you of your scheduled appointment time.

Canceling within 48 hours of your appointment time will be considered a 'no show'. If you are marked as a 'no show' or do not show up for 3 appointments without canceling, you could be discharged from the practice.

Patients who call in for appointments on the same day or the following day will not receive appointment reminders.

We also try to notify you as soon as possible by telephone and/or in writing if there are any unforeseen changes to our schedule.

Please tell our staff right away if your contact information has changed.

PLEASE NOTE

We utilize a secure platform called OceanMD to send patient reminders, send secure messages and forms to complete on your personal device, as well as offer form filling on a tablet in our waiting room.

Preparing for your appointment

To prepare for your appointment can you please:

- Bring your MSI health card.
- Make a list of questions, prioritizing the concerns that are most important to you.
- Make a list of other health care providers you have visited
- Bring a list of all your medicines to your appointment, noting the prescriptions. Make sure to include any over the counter, natural and herbal medicines, and vitamins.

As a patient, you must provide correct and complete information about present complaints, past illnesses, hospital stays, medications and other matters related to your health. You must also tell your doctor about unexpected changes in your condition. Be honest about whether you clearly understand your medical care plan and what your role is in that plan.

During your appointment

From the list of questions you bring to your appointment, begin with asking the questions that are most important to you.

Many patients find it helpful to repeat back what they have heard in their own words to their physician. This helps confirm that the information provided is clear.

OBSERVING PATIENT APPOINTMENTS: AUDIOVISUAL EQUIPMENT USE DURING PATIENT APPOINTMENTS

Part of your patient care team is an internationally trained physician who, when delivering care may be observed by a fully licensed family physician. This observation plays an important role in the assessment of internationally trained physicians.

All clinic rooms are equipped with video and audio devices for assessment purposes only. This allows for the observation of care. Your care is observed by a family physician who is part of the assessment team. This is referred to as a ‘virtual observation assessment’.

Here is how the virtual observation assessment works:

- The virtual observation assessment will only be viewed by qualified assessors. Virtual assessments are conducted in real time by qualified physician assessors. No other physicians, candidates, staff, or management will have access.
- Assessors may only conduct a virtual observation assessment from a secure location. Assessors will only review assessments from secure locations using PACE-issued devices.
- Physicians will remind you of the camera locations and when a virtual assessment is taking place at each appointment.
- The video and audio of the virtual observation assessment cannot be shared with patients or saved as part of a patient's medical record.
- There is **no recording** of any interactions; the system is used solely for live evaluation by trained assessors. A record is kept of who viewed the audio and video as part of the physician assessment program.
- When an intimate exam is required, camera and audio devices will be shut off. In such instances, the physician assessor or a family practice nurse may be present in the examination room.
- As virtual observation assessments are not saved, they *cannot* be used in cases of medical malpractice, insurance claims, and forensic evidence.

PATIENT RIGHTS & CONSENT

If you are concerned about using video or audio tools for assessment purposes, you can ask our office to arrange for you to maintain your original registration date on the Need a Family Practice Registry.

If you choose to revoke your consent within six months of becoming a patient at the PACE Clinic, you can ask our office to arrange for you to maintain your original registration date on the Need a Family Practice Registry.

If you choose to revoke your consent beyond six months of becoming a patient at the PACE Clinic, you will need to register with the Need a Family Practice Registry again.

Privacy & Security Measures

To ensure the security of your personal health information, we have implemented the following strict **technical, physical, and administrative safeguards**:

Technical Safeguards:

- Virtual assessments can only be accessed on **PACE-issued devices** with secure software and firewall protections.
- Devices are regularly updated with the latest security and anti-virus software.
- Strong passwords are required.
- Audit logs are monitored to track system access.

Physical Safeguards:

- All devices with patient information are kept in **secure locations**.
- Portable devices (e.g., tablets, laptops) are locked away when not in use.
- Office access is restricted, with alarm systems and locked rooms for equipment.
- No unauthorized persons can be present or within listening distance.
- Servers are segregated and accessible only to authorized personnel.

Administrative Safeguards:

- All PACE staff undergo training on secure communication and patient privacy policies.
- Access to patient information is strictly on a **need-to-know basis**.
- Staff must adhere to confidentiality agreements that explicitly cover obligations regarding personal health information.

Additional Security Features: **VALT by Intelligent Video Solutions**, a secure platform designed to protect sensitive data. Key security features include:

- **Access Control**: Only authorized users with unique credentials can access the system.
- **No Recording or Downloading**: The system prevents unauthorized use or storage of footage.
- **Encryption**: Data transmission is secured using SSL encryption.
- **Audit Trails**: All system access and activities are logged and time-stamped.
- **Strict Permissions**: Only approved assessors can view live assessments from secure locations.

ENSURING SAFE & ETHICAL CARE

Our use of audiovisual technology ensures internationally trained physicians meet Canadian medical standards while prioritizing patient safety and privacy. These assessments help us maintain a high standard of care while allowing qualified physicians to integrate into the healthcare system.

About Practice Ready Assessment

What is a Practice Ready Assessment?

Are you considering joining PACE Clinic? We'd like to help you understand what a Practice Ready Assessment (PRA) is and how it ensures you receive safe, high-quality care.

A Practice Ready Assessment is a structured program that allows internationally trained physicians—who have already completed medical training and practiced independently abroad—to demonstrate their readiness to work in Canada's healthcare system. During the assessment, these physicians provide patient care under the supervision of experienced, fully licensed family physicians to confirm their ability to meet Canadian medical standards.

There are nine PRA programs across Canada, with some running successfully for over six years. Each program includes several weeks of supervised clinical work, ensuring physicians can confidently deliver excellent care. Upon successful completion, physicians will open their own practice and commit to practicing in a region of Nova Scotia that requires primary healthcare services for at least three years.

Since 2018, more than 1,000 internationally trained physicians have obtained a license through PRA programs, with over 300 physicians currently enrolled across Canada each year. This pathway plays a crucial role in expanding access to primary care while maintaining patient safety and high standards of medical practice.

Qualifications of physicians trained outside of Canada

At the PACE Clinic, we want to ensure you receive care from highly qualified physicians. Our internationally trained doctors undergo a thorough assessment before they begin practicing independently in Nova Scotia. Here's what you need to know about their qualifications and the process they go through.

Who are the physicians at PACE Clinic?

The physicians in our program have completed their medical training independently in other countries. They are selected to participate in a workplace-based assessment that evaluates their ability to provide safe, high-quality primary care in Canada.

How are they assessed?

During the assessment, these physicians work under the supervision of experienced, fully licensed family doctors. This ensures they meet Canadian medical standards before they begin practicing independently. The assessment lasts several weeks and determines whether they qualify to practice independently.

Ensuring quality care for you

Every physician at the PACE Clinic undergoes a rigorous evaluation process to ensure they are fully prepared to provide excellent care. Since 2018, over 1,000 internationally trained doctors have successfully completed similar programs across Canada, helping to strengthen primary healthcare services.

Who are the family physicians overseeing care?

The physicians overseeing care at PACE are fully licensed and experienced family physicians responsible for reviewing the care provided by the internationally trained physicians. These family physician assessors:

- Hold Full licensure as family physicians in Nova Scotia.
- Have extensive experience in office-based primary care.
- Assess the clinical performance of internationally trained physicians to ensure they meet Canadian standards.

The assessors play a crucial role in ensuring that patient care remains safe, ethical, and of the highest quality. They provide guidance and oversight to internationally trained physicians as they transition into the Canadian healthcare system.

Role of candidate

The internationally trained physician has had a comprehensive orientation to healthcare in Nova Scotia prior to starting at the PACE clinic. They are excited to join the team at the PACE clinic.

The internationally trained physicians will work with the healthcare team at the PACE Clinic to provide all your health care. They will meet with you during your appointment times to complete a history and physical examination and develop a management plan with you. They will prescribe medications as required and order lab tests and diagnostic imaging as required. Your care will also be overseen by one of the assessors in the clinic.

Assessments for internationally trained physicians are competency based rather than time based. As a result, internationally trained physicians will be arriving and departing regularly. While you may have some appointments with the same physician, you may encounter a different provider at each visit. It is essential to note that patients at the PACE clinic may see a different physician or health care provider at each visit. You will not have the ability to choose which provider you see at each visit. Therefore, we cannot guarantee you will be seen by a provider of a specific gender.

Role of assessor

The fully licensed family physicians that will be overseeing the work of the internationally trained physicians will be in the clinic whenever it is open. They may observe your time spent with the internationally trained physician during your appointment to ensure that you receive excellent care. They may also review your care by way of your medical record or speaking to the other healthcare providers in the clinic. They may be in the room if it is a sensitive exam that can't be virtually assessed.

Consent Form

Physician Assessment Centre of Excellence (PACE) Clinic

WELCOME TO THE PHYSICIAN ASSESSMENT CENTRE OF EXCELLENCE (PACE) CLINIC.

This form contains important information about the Clinic's policies and practices.

Please read it carefully and ask your care provider(s) for assistance if you have questions.

Completion of Patient Demographic and Intake Information: To provide you with the best quality care and service, we must maintain accurate records regarding your contact, insurance and emergency contact information and communications preferences. Please ensure that you provide our staff with this information at the time of booking and confirm at appointment check-in.

PRIVACY, CONFIDENTIALITY AND PERSONAL INFORMATION

- The PACE Clinic is committed to protecting the privacy of your personal information and our staff understand the importance of maintaining patient confidentiality. Our staff, physician Candidates and physician Assessors receive training in privacy and confidentiality and our records are kept on a secure electronic health records system. Each system user has a unique identifier and password, and regular audits of user access are conducted.

- Your personal information will be treated as confidential by our team and is shared within the PACE Clinic on a need-to-know basis. Disclosure of your personal information outside the PACE Clinic is only permitted with your consent unless the disclosure is permitted by law[1] or in circumstances where there is risk of harm to yourself, harm to others or if information is subpoenaed.

We collect, use and disclose your personal information as needed in order to:

- Evaluate your health care needs and provide health care to you.

- Evaluate the health care you receive and the physician Candidate providing this health care by video streaming the appointment between the Candidate and the Assessor providing oversight.

- Communicate with other health care providers outside the PACE Clinic who are involved in your care in order to administer your care, including, but not limited to specialists, pharmacists, physiotherapists, etc. This communication may involve making referrals for other health services, the exchange of written documents or reports, the ordering of diagnostic tests (e.g. blood tests, x-rays, psychological assessments), etc.

- Receive payment from your provincial health care plan, private insurer or other body for delivering care to you.

- Conduct quality improvement and risk management activities.

- Plan, administer and manage our internal operations (e.g. appointment scheduling by staff).

- Fulfill other purposes permitted or required by law (e.g. reporting abuse).

MISSED APPOINTMENTS

Please notify the Clinic as soon as possible if you must cancel an appointment so that the appointment can then be offered to someone else awaiting care. The following rules apply for missed appointments:

- While our staff is committed to your health and well-being you play a big role in addressing your health needs.

- Missed appointments will affect our ability to care for you. When you do not keep an appointment, it prevents us from giving care to another patient who needs our services.

- We expect you to keep all of your appointments and require 48 hours notice to cancel or reschedule your appointment. To help you keep your appointments we will email or call you to remind you of your scheduled appointment time.

- Canceling within 48 hours of your appointment time will be considered a ‘no show’. If you are marked as a ‘no show’ or do not show up for 3 appointments without canceling, you could be discharged from the practice.

- Patients who call in for appointments on the same day or the following day will not receive appointment reminders.

- We also try to notify you as soon as possible by telephone and/or in writing if there are any unforeseen changes to our schedule.

- Please tell our staff right away if your contact information has changed.

SCENT-FREE ENVIRONMENT

The PACE clinic is a scent-free environment. Scented products can trigger asthma attacks, allergies and other medical conditions in some people. Please avoid using perfume, cologne, scented hairspray, soaps, shampoos and detergents before coming to the PACE Clinic.

RESPECTFUL BEHAVIOR

We understand that there are many reasons why you may need to visit the PACE Clinic, and we make every effort to make your visit as pleasant and comfortable as possible. In turn, we expect that your behavior is respectful of our staff and our efforts to effectively operate the PACE Clinic. There is zero tolerance for abuse of any kind, please note that abuse may lead to dismissal from the PACE Clinic.

GOVERNING LAW, JURISDICTION & CONSENT

- I hereby agree that the resolution of any and all disputes arising from myself and either The PACE Clinic or the health care providers (as well as employees, and other independent health care providers providing health care and treatment to me) shall be governed within the laws of the Province of Nova Scotia.
- I hereby acknowledge that health care and treatment will be performed in the Province of Nova Scotia and that the Courts of the Province of Nova Scotia shall have jurisdiction over any complaint, demand, claim, or cause of action, whether based on alleged breach of contract or alleged negligence arising out of treatment. I hereby agree that if I commence any legal proceedings that they will be only in the Province of Nova Scotia with exclusive jurisdiction of the Courts of Nova Scotia.
- I understand that the Physician Assessment Centre of Excellence (PACE) Clinic team, both the Internationally Trained Physicians and Assessors, will provide care and treatment based on their assessment of my health status.
- I consent to my information being shared with all my healthcare providers both inside and outside the PACE Clinic for the purpose of providing my health care.

I acknowledge that I have read, understand, and agree to PACE Clinic policies as outlined in the Patient Guide (updated November 27, 2025) and the Consent Form (updated March 14, 2025). I consent to the PACE Clinic collecting, using, and disclosing my personal information as described above. I understand that I can revoke my consent at any time by contacting the PACE Clinic.

Patient name (PLEASE PRINT): ..... Signature: ..... Date: .....

PACE intake form – March 14, 2025

1. Personal Health Information Act (PHIA) - https://nslegislature.ca/sites/default/files/legc/statutes/personal%20health%20information.pdf