



## Important Clinic Policy and Procedures

In an ongoing effort to serve our clients more effectively and efficiently, we have established the following policies and procedures. Please read carefully, and then acknowledge your understanding and commitment to honour these policies by signing where indicated.

### **Special Appointments**

Appointments that are more involved and thus require more time are referred to as ‘special appointments’. These include appointments for examinations, consultations and nutritional counseling, initial acupuncture assessments or laboratory assessments. Due to their comprehensive nature, these appointments are booked during special hours so that doctor and technician alike will have the necessary time to meet your needs. We include our doctors time spent on the phone or online with you in this category. Each of our doctors encourage effective and timely communication and utilize email and web-based assessment and reporting systems to leverage their time and yours, and to ensure you have the access to their expertise you deserve. Time spent in communication with you and/or doing research on your behalf is booked and billed as per our special appointments, reflecting the time required to do so.

### **Appointments for Treatments**

Appointments for treatments only, such as chiropractic adjustments, needle or laser acupuncture, magnetic field therapy, etc., are scheduled during our treatment appointment hours whenever possible. These hours allow for minimal interference with most of our client work schedules while they are undergoing the most intensive part of their treatment programs at this office. During these preferred hours, appointments are limited to treatment only (in all but emergency situations) in order to maximize efficiency and to maximize impositions to those whose care necessitates frequent treatment. Therefore, we must insist that if a new challenge or complication has arisen since your upcoming appointment for *treatment only* was booked, please notify us in advance, so that we may re-arrange your appointment in order to accommodate your special needs. This will allow the doctor and our staff sufficient time to provide you with appropriate care while preventing any impositions to other clients. Your thoughtful consideration here is appreciated.

### **Appointment Booking**

‘An ounce of prevention is worth many pounds of cure’

Our preference is to remove the cause of illness and premature aging rather than just treating the symptoms wherever possible. In an effort to identify the cause or causes of your health condition, the doctor will first conduct a consultation, examination and any other assessments indicated (lab, nutritional, stress, etc.). If at the end of your evaluation the doctor feels you will respond favorably to care at this office, s/he will prescribe a course of care, which will usually include a combination of educational material, specific therapies, consultations and then subsequent re-assessments and re-examinations. These re-assessments and re-examinations are crucial to the doctor’s ongoing evaluation of your response to the prescribed program. They provide the objective feedback on your health condition, which is necessary for the doctor to distinguish whether changes to your program are indicated at that time. Common sense, reflection and scientific analysis have long since revealed, that which should be obvious; the fact that the overt symptoms (pain), which eventually motivate the individual to seek the advice of a health professional, are simply the obvious and eventual manifestation of a more subtle, longer term sequence of changes in the body’s health state. This means that your more obvious symptoms of disease will often clear long before their cause has been removed or effectively addressed. Our conscientious physician’s and clinical staff endeavor to attend to these underlying causes in addition to the symptoms which they have precipitated.

It is with the above in mind that your appointments will be scheduled from examination and assessment through to your next re-examination and re-assessment. The length of time between re-evaluations will vary with the nature of your health condition and your specific goals. All anticipated consultations and treatments between your re-evaluations will be booked in advance. This not only ensures that you reserve the available appointments times which suit you best, but it facilitates effective follow through on your prescribed program and subsequently improves the results achieved. This procedure also serves to reduce the strain on our staff and other clients; which attempts to accommodate short notice appointment requests often create. We prefer to limit those occasions to emergency situations.

We do, however, understand that there are times when circumstances necessitates appointments on short notice and we are committed to doing our very best to accommodate such requests. Our multiple doctor staff is well suited for such situations, and we ask that you understand this when you are scheduled with another doctor on staff other than your initial supervising doctor, where circumstances necessitate it.

### **Appointment Changes**

Our client's health is not a matter we take lightly. Our commitment is to help you to achieve your desired outcomes with respect to health. This necessitates that your health be given a high priority. It is with this in mind that we discourage appointment changes in all but the most exceptional situations. If you are not able to attend in person for the scheduled time for whatever reason, our policy is to do your consultation by telephone, facilitated by internet communications. Following through on your consultations, as scheduled, will ensure that you get the support you need to achieve your health goals. Years of experience with thousands of clients has proven that clients who keep their appointments as scheduled and allow us to properly assess and support them, get far better results.

Fees for phone and internet consultations are billed the same way in-office consultations are. All fees for consultations are based on the amount of time required to review your case file, consult with you, and complete associated notes and follow-up.

Please note that if you need to change an appointment for any reason, and you are not able to proceed with it by telephone at the scheduled time as mentioned above, we require sufficient notice to re-schedule that time allocated to your care as follows:

- 24 hours -1 complete business day to reschedule an appointment for a treatment only appointment
- 48 hours notice (3 complete business days) to reschedule an appointment for a consultation, exam, lab, etc.
- 5 business days (1 full week) to reschedule multiple appointments, -where 2 or more people are booked consecutively

Note: Leaving a message on our answering machine on the weekend for a Monday or Tuesday appointment, does not allow us proper time to re-book that appointment for anyone else. Please do not consider your appointment re-scheduled until you have spoken directly with a member of our staff.

If the appropriate cancellation notice is given, there would be no charge for the appointment. If you cancel your appointment without sufficient notice for us to schedule someone else in the time slot we reserved for your care, you will be billed for the appointments, as they are booked for you.

The only alternative to this policy would be to charge all of our clients a standard surcharge to offset revenue losses occurred when appointments are missed, as our overhead does not vary in these situations. This would certainly not be fair to all willing to be responsible for their appointments.

### **Fees**

Fees for services are due the day that the service has been provided and/or products have been provided. Payment can be made in the form of cash, personal cheque, Interac, Visa or MasterCard.

Note: After more than 25 years of experience with numerous healthcare facilities, this policy has proven to be the most effective and constructive for both the client and the provider alike. As outstanding balances increase, so does client embarrassment, and communication begins to breakdown, along with adherence to the prescribed program of care. This is not consistent with anyone's goals or desired outcomes. There are many ways to finance what one truly needs.

We support our patients in learning to prioritize actual needs over wants that are often counter to their health goals, and to budget accordingly. Indeed, learning to manage one's own financial resources and to therefore move away from any unwholesome "material" pre-occupations, is an important step for many in their pursuit of true wellness.

If you foresee any challenges financially, on review of this schedule, be sure to address them directly with our Office Manager DJ.

**Service**

Exceptional quality and service in the delivery of health services and products is our goal. We ask for your tolerance and understanding in advance for those times when circumstances make this difficult to accomplish. In the field of healthcare services, there are situations (more often than we would choose) where the needs of the individual are of a serious enough nature to circumvent the needs of those whose situations are less demanding. Although this may be challenging for the more fortunate who are inconvenienced on such occasions, there is some comfort in knowing that if the situations is ever reversed (heaven forbid) that we will be available for you.

If through the course of your care you feel at any time that your needs have not been heard, attended to appropriately, or handled with consideration and efficiency, we encourage and welcome your constructive feedback. Please participate to the greatest extent possible in our programs and help us to serve you, our other clients, and our community, to the best of our abilities. We welcome the opportunity to learn through our client's experiences and we enjoy the evolution, which results!

**Thank you for choosing our clinic as part of your health team!**

**Our Customer Satisfaction Policy**

We strive to provide the very best healthcare products and services available today, at the best value we can offer them. If at any point during your care with us you have questions, concerns or feedback regarding our products or services, please speak these directly to your supervising health professional and/or office manager. We will always be open, honest and fair.

Clinic personnel are not authorized to rebate or return any products which have been used, opened, have safety seals missing or are disfigured in any way, without the express consent of the supervising health professional. We require proper scheduling of time in advance to discuss any concerns you may have directly with your health professional.

“I understand the office policies as stated in the above outline and I agree to fulfill my responsibilities as a client as stated herein.”

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Client's Signature

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Date