



CLINIC POLICIES

We value each of you as individuals and welcome the responsibility and privilege of caring for and supporting you, as health care professionals. Our goal is for each client to be seen and treated in a timely and efficient manner.

ARRIVAL AT THE OFFICE

Please arrive for your appointment 5 minutes prior to the scheduled start time in order to ensure a complete session. This allows you the time to fill out any appropriate forms, change clothing if necessary and prepare for your treatment.

LATE POLICY

Late arrivals can set back out schedules significantly. As a courtesy to our patients, if you arrive late, your session will be shortened to the remainder of your original scheduled appointment. If you arrive more than 10 minutes late, you may be asked to reschedule and you may be charged for the missed appointment.

CANCELLATION POLICY

Please be courteous and call us promptly if you are unable to attend your appointment. We request that you give 24 hours notice. This will give another patient the opportunity to make use of your allotted time. If you cancel or reschedule with less than 24 hours notice or via voicemail after regular business hours the day preceding your appointment, you will be charged the full price of the scheduled service price.

NO SHOW POLICY

Out of consideration and respect of our practitioners' time, if a patient does not show up for a scheduled appointment and does not provide 24 hour advanced notice, the patient will be charged the full price of the scheduled visit.

We understand that last minute changes in your schedule are sometimes impossible for you to avoid and that unforeseen circumstances happen. For first occurrences, except for initial visits, failure to cancel within the 24 hours

notice and the appointment is missed, patients will receive a verbal warning and for subsequent missed appointments the patient will be charged in full.

INITIAL APPOINTMENTS

For new patients, we will require a credit card to reserve the appointment. The fee will be processed within the 24 hour period before the appointment time and is non-refundable.

FINANCIAL RESPONSIBILITY

All professional services rendered are charged to the patient and are due at the time of the service, unless other arrangements have been made in advance with our business office.

HEALTH CARE BENEFITS – (Chiropractic appointments only)

Since we utilize Telus Health Portal for Extended Health Care Benefit submissions, assistance may be available for online submissions for chiropractic care only. Online submissions are not available for Massage Therapy or Orthotics. Receipts will be provided for submission by the patient. It is the sole responsibility of the patient to know their coverage and what is needed to qualify for their Extended Health Care Benefit policies. If for any reason, the insurance claim is denied the patient will be responsible for full payment of the cost of service.

WSIB

In the event of coverage resulting from an injury at work, a WSIB claim number and confirmation of coverage must be obtained to proceed with direct billing. If not provided, or if the claim has not yet been approved, it is your personal responsibility for all fees billed to your account. Once the claim has been approved our office will notify you at once and any subsequent treatments will be billed directly to the WSIB. It is also your responsibility to submit receipts for any treatments paid out of pocket to WSIB for reimbursement of the portion covered by WSIB.

Our office accepts payments by cash, debit, Visa and MasterCard. A receipt will be provided to you for your reference. Thank you for your understanding.

I have read, understand and agree to the Clinic Policies outlined above.

Name: _____ Date: _____

Signature _____