

Office Policy

To our valued patients:

Please read this document carefully. Should you have any questions or concerns, please notify the CA. Once read, please sign and return to the CA. Please note that this policy will take effect as of **FEBRUARY 10th, 2014**.

Payment is due at the time services are rendered, unless alternate arrangements have been made with the practitioner prior to your appointment.

You are responsible for your appointment. SMS/test message reminders are a courtesy.

Please note that patients are seen based on appointment time, not arrival time.

If you have a **NEW INJURY**, you must inform the clinic when booking the appointment, so that the chiropractor may have the time necessary to properly evaluate the injury. Please note that this may necessitate a change of time for the visit, and may also attract a different fee (eg/ an examination fee).

We appreciate any notice of your unavailability to attend, or if you are running late so that we can make the appointment available to other patients.

Chiropractic Policy

We require a minimum of **four (4) hours advanced notice** to reschedule or cancel a chiropractic appointment, so that this time can be allotted to patients on our waiting list. Otherwise, a **late cancellation fee of \$20** will be charged.

There will be a charge of **\$25 for missed appointments.**

Please note that **arriving late** (>10 minutes) for your appointment may result in forfeiture of your appointment time, and you may not be able to be seen. We will do our best to find a practitioner who can see you (if available), or reschedule your appointment to another time. A missed appointment fee will be charged. Please call us if you are running late.

Massage Policy

Twelve (12) hours notice is required when cancelling or rescheduling massage appointments. If cancellation occurs within 12 hours of the appointment, you will be charged 50% of the full amount for the session.

Missed appointments will incur the full fee. Late cancellation and missed appointment fees must be paid before any further treatment will occur.

If you are late for your appointment, your therapist will begin as soon as possible. The appointment will end at the originally scheduled time, as you will be responsible for the full cost of the session as booked.

What you can expect from us:

We will do our utmost to run on time. We will do our best to accommodate emergencies, and appreciate your patience and understanding if we are running behind due to one of these situations.

If we are running late and you are unable to wait, please let the front desk know and we will gladly reschedule your appointment.

We aim to be available for our patients in the event of an emergency or acute injury. Please note that appointments and emergencies outside of regular opening hours will incur a fee of \$50 in addition to the applicable consultation fee. Our CA will make you aware of this fee at the time of booking.

These policies will allow us to better manage our practitioners' diaries, encouraging shorter wait times and allowing us to more easily accommodate your schedule. We appreciate your understanding in its implementation.

I have read this Office Policy, and understand these obligations as a patient of Kensington Chiropractic for Health.

Name: _____

Signature: _____

Date: _____