

WELCOME TO WHOLE MEDICINE - *Clinic Policies*

APPOINTMENTS

Initial Naturopathic consultations require up to either 80 or 50 minutes, depending on the complexity of your health concerns and medical history. Second consultations are up to 50 minutes and subsequent consultations are either up to 25 or 50 minutes in length, depending on your treatment plan.

For your convenience, we offer consultations in-person or virtually via video conferencing or phone. During virtual consultations, all patients must be physically within Ontario at the time of consultation.

Our Naturopathic Doctors try their best to stay on time for all scheduled appointments throughout the day. In the event we do not have enough time within our session to address all of your questions and concerns, we will arrange for a subsequent follow-up consultation. When booking your consultation, please allow time in your schedule to accommodate if we are a few minutes behind schedule as well as time for the checkout process.

PHONE AND EMAIL INQUIRIES

We do our best to return all inquiries within 1-3 business days. Due to a large volume of phone calls and emails, we ask that, whenever possible, patients compile their questions and bring them to upcoming scheduled appointments. We are always happy to answer your questions and value giving our patients our undivided attention within consultations, ensuring your best care

1. Please reserve email (or you may also leave a message with reception) for the following circumstances:
 - a. You require clarification of recommendations made by your ND in a previous appointment;
 - b. Your ND has specifically asked you to contact them between appointments in regards to a specific issue.
2. Please schedule a follow-up appointment, or wait until your next visit if one has already been scheduled, if your inquiries or concerns include, but are not limited to, the following:
 - a. Questions regarding products your ND has not recommended; and
 - b. Advice on a new health concern.

PLEASE NOTE: we cannot give specific recommendations regarding friends and family members. We do offer complimentary 10-minute Q&A phone calls for potential patients to see if we would be a good fit for their health care needs. Our Admin Team would be happy to schedule this and we are very appreciative of referrals and your trust in us.

MISSED APPOINTMENTS & CANCELLATIONS

We require a MINIMUM notice of 48 business hours for any changes or cancellations to allow us time to reallocate the time slot to other patients on our wait list. Cancellations between 1-2 business days notice will result in a \$50 cancellation fee. Cancellations within 1 business day of your consultation, missed appointments, or no-show appointments will result in a charge in the amount of your appointment. Patients who are more than 15 minutes late will be considered a missed appointment.

We understand that bad weather and family illnesses arise unexpectedly and will happily change in-person visits to virtual consults without incurring a late cancellation fee. Due to the nature of changing weather forecasts, please wait until the DAY OF your appointment to call regarding cancellation due to weather. Cancellations due to weather with less than 2 business days notice and prior to the day of the appointment will result in a \$50 cancellation fee.

SUPPLEMENT RENEWALS

In order to ensure accuracy in supplement refills, all supplement renewals must be PRE-ARRANGED & PRE-PAID. We will notify you once your supplements are ready for pick-up. To place an order, contact us via our "Supplement Refill Request" on our home page at www.wholemedicine.ca, or by calling 613-624-5000.

In order to ensure the best possible care for our patients, we are unable to renew supplements if your medical condition or medications have changed since your last visit, or if it has been more than 6 months since your last visit. If more than 6 months have passed since you last saw your ND, we kindly ask that you book a follow-up appointment.

PRESCRIPTION RENEWALS

Prescription renewals are best obtained during a scheduled appointment so that we can ensure safe and accurate use. PLEASE NOTE: WE CANNOT RENEW YOUR PRESCRIPTION IF ISSUED BLOOD WORK HAS NOT BEEN COMPLETED AND WE CANNOT RENEW YOUR PRESCRIPTION OVER THE PHONE IF YOUR MEDICAL CONDITION OR MEDICATIONS HAVE CHANGED, IF YOU ARE PREGNANT OR BREASTFEEDING, OR IF WE HAVE NOT SEEN YOU IN THE PAST 3 to 6 MONTHS. PLEASE BOOK AN APPOINTMENT INSTEAD. Otherwise, if calling or emailing for a renewal, please leave your name, medication name, the amount you need to be refilled, and the name and number of the pharmacy. Please note: 72 hours is required to refill a prescription. A charge of \$10 will apply for all prescription renewals made between appointments.

DIAGNOSTIC SERVICES AND LAB RESULTS

Whole Medicine provides functional and specialized lab services to our patients to assist in accurate health assessments. Examples of these tests include comprehensive blood work, specialized digestive health tests, and hormone tests. Labs ordered by your Naturopathic Doctor are to be completed through Whole Medicine and are not the responsibility of other medical professionals (e.g. Medical Doctors and Nurse Practitioners). All tests completed at Whole Medicine are not covered by OHIP and are only ordered with your express permission. Please note that once a test requisition has been issued, lab fees paid to Whole Medicine are non-refundable.

REFUNDS AND RETURNS

Please note that refunds cannot be issued for services rendered*, lab test requisitions**, test kits**, purchased products after 30 days from date of purchase or purchased products that have been opened.

**Whole Medicine is not responsible for your insurance claims or reimbursement.*

***Payments for labs are due when a requisition or test kit is given. Because we review test results in detail with our patients and use these results to guide treatment plans, we require a Naturopathic consultation in order to receive all test results*

PATIENTS ARE ENCOURAGED TO HAVE THEIR OWN FAMILY MEDICAL DOCTOR

Naturopathic medicine is complimentary to, but does not replace, the services of your medical doctor and specialists. Patients are encouraged to maintain all regular medical procedures, check-ups and testing as suggested by your medical doctor.

Thank you for choosing Whole Medicine. If you have any questions regarding our policies, or anything else, please give our administrator team a call.