

# WELCOME TO WHOLE MEDICINE

*Please Read Our Policies Below*

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## APPOINTMENTS

Initial and second Naturopathic visits require 50 minutes each. Subsequent visits are either 25 or 50 minutes in length depending on the nature of your concerns and treatment plan.

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 visit or phone call.

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## PHONE & EMAIL INQUIRIES

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 in face to face visits to ensure the best possible health 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 (through our receptionist or through our on-line booking system) (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 consultations for potential patients to see if we would be a good fit for their health care needs. Our Receptionist would be happy to set this up and we are very appreciative of referrals and your trust in us.

We do our best to return all inquiries within 1-3 business days.

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## MISSED APPOINTMENTS & CANCELLATIONS

We require a MINIMUM of 48 hours' notice for any changes or cancellations to allow us time to reallocate the time slot to other patients on our wait list. Cancellations with only one day's notice will result in a \$50 cancellation fee. Missed 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 as a missed appointment. In the event of an unforeseeable emergency, late cancellation fees will not apply. Due to the nature of changing WEATHER FORECASTS, please wait until the day of your appointment to call regarding bad weather. We will do our best to keep your appointment via phone, as wait times to re-book can be prolonged. Cancellations due to bad weather with less than 48 hours' notice and prior to the day of the appointment will result in a \$50 cancellation fee.

## SUPPLEMENT RENEWALS

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

All supplement pick-ups in Kanata must be pre-paid via your online invoice that will be emailed to you, 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 it has been more than 6 months since you have seen your ND, we kindly ask that you book a follow up appointment.

## PRESCRIPTION RENEWALS

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Prescription renewals are best obtained during a scheduled appointment so that we can ascertain that the prescription is still the best choice for you. PLEASE NOTE: 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, amount you need 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.

## NOTIFICATION OF LAB RESULTS

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We take great care to review lab results in detail with our patients and to answer your questions; therefore, results are only discussed in appointments. Copies of lab results will be provided, as requested, at the time of your appointment. Once results have arrived, you will be contacted by phone or email to schedule an appointment to discuss lab results with your ND.

## PATIENTS ARE ENCOURAGED TO HAVE THEIR OWN FAMILY MEDICAL DOCTOR

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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 about anything else - please give our administrator, Janice, a call.*