



## Clinic Policy - Late Appointments - Cancellation Policy

Thank you for your interest in Naturopathic Medicine, and the services offered at Gaia Integrative Clinic. Prior to your first visit, we'd like to make you aware of our Clinic Policies:

1. Before your first visit the clinic will need you to fill out the appropriate patient intake forms as well as read and sign the patient information and consent form. If it is possible to send in your intake forms by fax or mail ahead of the visit it will facilitate quicker processing when you arrive for your appointment.
2. Gaia Integrative Clinic prides itself on offering timely appointments, so to help this process we will kindly ask you to arrive approximately ten minutes prior to your appointment. If you arrive late we will likely not be able to extend your visit to respect the patient visit ahead of you. You will be charged the full time of the initially scheduled visit.
3. Please note that we require a minimum of 24 hours advance notice to cancel or change a scheduled appointment. Otherwise, you will be charged 50% of the value of the scheduled appointment.
4. Please note that the clinic has a *scent-free policy*. To respect those clients with allergies or sensitivities, please avoid perfumes and scented cosmetics when attending the clinic.
5. The clinic accepts cash, debit, VISA and Mastercard as methods of payment at the end of your visit; however, at this time we do not accept personal cheques. Most extended health benefits cover Naturopathic Medicine. Please check with your provider to determine the amount that is covered under your policy (or that of your spouse, parent or life partner), or to request its addition to your policy. The clinic does not currently bill directly to insurance companies but will provide you with a receipt to submit for reimbursement.
6. Gaia Integrative Clinic carries a select number of professional products in our on-site dispensary for the convenience of our patients and given the difficulties in finding such products in the north, but you are welcome to purchase prescribed items elsewhere.