

## **BERNARD BETEL CENTRE CHIROPODY CLINIC POLICY**

### **BOOKING AN APPOINTMENT**

To book an appointment, please call 416-225-2112 ext. 131. Chiropody services at the Bernard Betel Centre are offered to current members only. A membership may be purchased for an annual fee of \$55 (+HST). All members are expected to abide by the Terms and Conditions of the membership.

### **CANCELLATION OF A SCHEDULED APPOINTMENT**

Clients must provide a minimum of 24 hours' notice of cancellation by calling 416-225-2112 ext. 131 and speaking to the receptionist or leaving a message. Appointments are in very high demand, and this will allow us to assign your time to another individual on our wait list. If an appointment is not cancelled prior to the above time frame, the late cancellation will be considered a "no show".

### **No SHOW POLICY**

A "no show" applies when a patient misses an appointment without providing a minimum of 24 hours' notice of cancellation. A failure to arrive to the clinic reception at the time of a scheduled appointment will be recorded in the patients' electronic chart as a "no show". The third "no show" will result in a penalty, where the client will not be given an appointment for 4 months. Four no shows may result in the patient's dismissal from the chiropody clinic. Readmission will be determined by an individual case review.

### **LATE ARRIVAL POLICY**

The chiropodists at the Bernard Betel Centre are extremely busy and have a full patient schedule during the day. Therefore, if a patient arrives more than 5 minutes late for their scheduled appointment, they will not be seen by the chiropodist that day, and will be considered a "no show" in their file. It is advised to arrive at least 10 minutes before the scheduled appointment.

### **EMERGENCY APPOINTMENTS AND SPECIALIZED CARE**

The Bernard Betel Centre does not have the capacity to treat clients with specialized care or emergency, walk-in appointments. The chiropodists can refer such patients to a private clinic in the area. At this time, certain procedures such as custom foot orthotics, injections of local anesthetic and soft tissue surgeries are not offered at the clinic. We do not provide pedicures, or nail polish application or removal. Please remove nail polish prior to coming to your appointment.

### **FEEDBACK**

The Bernard Betel Centre strives to provide excellent patient care and service, and we appreciate patient feedback. To provide feedback, please email [katieg@betelcentre.org](mailto:katieg@betelcentre.org) or call 416-225-2112 ext. 126.

