

BERNARD BETEL CENTRE CHIROPODY CLINIC POLICY

Chiropractic services at the Bernard Betel Centre are offered to current members only. A membership may be purchased for an annual fee of \$57.53 (+HST). All members are expected to abide by the Terms and Conditions of the membership.

BOOKING AN APPOINTMENT

All patients will be contacted by the Bernard Betel Centre to book an appointment. Please do not call or come to the clinic to book an appointment, including follow-up appointments. Appointments that were cancelled due to COVID-19 and the closure of the Bernard Betel Centre, will be rebooked in priority order from appointments cancelled on March 16 and onwards. Appointments will be booked in 2 week blocks of time.

CANCELLATION OF A SCHEDULED APPOINTMENT

Patients 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 the time to another individual. 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 patient will not be given an appointment for 4 months. Four no shows may result in the patient's dismissal from the chiropractic clinic. Readmission will be determined by an individual case review.

LATE ARRIVAL POLICY

The chiropractors 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 chiropractor that day**, and will be considered a "no show" in their file. Patients are expected to arrive 15 minutes before the scheduled appointment.

EMERGENCY APPOINTMENTS AND SPECIALIZED CARE

The Bernard Betel Centre does not have the capacity to treat patients with specialized care that require shorter return-to-clinic times or emergency, walk-in appointments. The chiropractors 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 an 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 or call 416-225-2112 ext. 126.

