

Circle of Life Wellness Centre

Unit 72, 320 Water Street
Peterborough, Ontario, Canada, K9H 7N9
Clinic: 705-743-1639 / Fax: 705-743-2588

****Please be advised that we have a SCENT-FREE policy.****

Please note: The metered street parking takes coins only

New Patient Instructions and Appointments

KEEP THIS SHEET FOR YOUR RECORDS:

Welcome to Circle of Life Wellness. This form is a little lengthy but its purpose is to help us get the best use of our time together.

Naturopathic medicine is the treatment and prevention of diseases by natural means. A naturopathic intake assesses the whole person, taking into consideration physical mental/emotional and spiritual aspects of the individual. A number of different approaches are used: Diet and nutritional supplements, botanical medicine, homeopathy, biotherapeutic drainage, acupuncture, bowen, neurostructural integration technique, visceral manipulation and lifestyle counselling.

What to bring to your Initial Visit: All lab/blood work that has been done within the last year, any supplements that you are currently taking, a pen and notepad for taking notes. Please fill out the following forms well in advance of your appointment. It is important that you fill them out with as much accuracy as possible. Do not wait until the day before, as you may need to retrieve lab work from previous doctors and other valuable information. The more thorough you are, the more we can help.

Appointment questions: Should be directed to the front desk. They will gladly reschedule or book your appointments.

Please be organized: Please arrive 10 minutes before every appointment. If you are late, understand that you may not get the full allotted time for your appointment. We understand that sometimes situations arise beyond your control i.e. snow storms, freezing rain, etc. and in those circumstances; every effort will be made to accommodate you. Please bring in all necessary paperwork to hand in.

Poor memory: We highly recommend that you bring a family member or friend to your appointments especially if you feel that you will not be able to cognitively remember what was said during your appointments. We cannot give written summaries of what we discussed at your appointment so if your loved one would like to know what has been said they are welcome to be present at every appointment. Please feel free to bring a pen and notepad to take notes that you can refer to after the appointment.

Cancellations:

Initial Naturopathic Visits: Cancellations should be made at least 7 days in advance (but earlier would be appreciated). A 7 day cancellation policy is in effect for all Naturopathic Initial Visits. You can either call the office, or email. This is to ensure fairness to both the physicians and

patients. This allows us to notify patients on our waiting list. We require a \$100 NON-REFUNDABLE DEPOSIT to book your initial Visit in order to secure your spot.

Follow-up Visits: Cancellations should be made at least 48 hours in advance (but earlier would be appreciated). A 48-hour cancellation policy is in effect for **all appointments**. You can either call the office, or email. **A MINIMUM \$40 fee will apply for a missed appointment or appointments cancelled in less than 48 hours. This is to ensure fairness to both physician and patients. This allows us to notify patients on a waiting list to use that appointment.** We will be there for you at the time reserved for you, we hope you can be there too.

If you do forget your appointment and we are able to reach you, instead of losing your appointment time we always give you the option of doing a phone consult for the remainder of the time left. For this reason please ensure that we have your cell number so we can reach you as quickly as possible.

Appointment Times: Typical follow-ups require only 30-45 min, however if you feel that you require more time (i.e. if you have any questions) please let the front desk staff know when you're booking your next appointment. Follow-ups that **run over the scheduled time will be charged according to the hourly rate of our practitioners.**

Telephone Consultations: If you are booking in for a telephone consultation, our doctors will call you at the time of your scheduled appointment. If you have not heard from us, please contact the office **5 minutes after** your scheduled time (i.e. if your appointment is booked for 1:30 pm, call the office at 1:35 pm). For ease of payment, please provide the front desk with your credit card information. Your credit card will be automatically charged after the telephone consultation is completed. If you require another follow-up visit, please book that appointment with the front desk after the telephone consultation.

Reminder Calls: **Our office does not have the capacity to do reminder phone calls. But you will be asked for permission to use your email or cell phone text message to send out reminders, please make sure our emails don't go to your junk folder. So please use this opportunity to put any future appointments in your planner or calendar as it is ultimately your responsibility to remember your scheduled appointments.**

Scent Free Policy: In order to provide a healthy place of work and care, we have a **strict fragrance free policy**. Please ensure that you are not wearing perfume or any strong scents (deodorant, perfume, body wash). Some patients are extremely allergic to scents, and can have immediate anaphylactic reactions, therefore this policy must be respected or your appointment can be forfeited.

Return policy for Supplements: **30 days** refund on undamaged, unopened products with original sale receipt. Returns without the original sales receipt will be issued an account credit. **Final sale** on any refrigerated or custom-made items (i.e. Herbal Mix, Probiotics, Homeopathic remedies).

Email: While email is a convenient way to communicate with the office, please be aware that responding to emails does take time and expertise. Any emails can be directed through the front desk to **circleoflife@nexicom.net**. We try to accommodate questions regarding treatment clarification at no charge. However, the office triages emails and responses are prioritized for emergencies. Contact us if you have a reasonable quick/simple question about a supplement, diagnostic test, or a therapy reaction. Anything the doctor deems in depth will require a phone call or another appointment. Any discussion of new treatment options or symptoms requires you to schedule phone or office consultation. All doctors are bound by patient

confidentiality and privacy laws and unable to provide any information that requires access to your patient chart over email.

If you have any questions or concerns that have not been addressed, please contact our office.