

Naturopathic Appointment Protocol – What to Expect on Your Visits

New Patient Visits:

- Your initial appointment will be approximately 90 minutes in length (60 minutes for children). During this time the naturopathic doctor will be gathering information about your health, performing a complaint orientated physical exam and discussing your treatment goals.
- Some treatment recommendations may be given on your first visit but the majority of your treatment plan will usually be discussed on your second visit which is typically one to two weeks later.
- We ask that you arrive 15 minutes earlier than your scheduled time if you haven't already filled out the necessary paperwork. Please come prepared with a detailed list of current medications, vitamins or supplements. Or you can bring the original containers.
- If you have any recent blood work or other medical documents please bring these to your appointment.
- The cost of the first visit for adults is **\$160.00**
- The cost of the first visit for children (under 18) is **\$130.00**

Second Visit:

- This appointment will be approximately 45 minutes in length.
- During this visit the naturopathic doctor will be discussing the majority of your treatment plan with you and if you are having acupuncture treatments they will usually start on this visit.
- If you will be beginning an acupuncture protocol please dress in loose fitting clothing if possible.
- The cost of your second visit is **\$90.00**

Follow-up Appointments:

- The frequency of appointments will depend on the treatment plan set up by you and the naturopathic doctor.
- Each follow-up visit is approximately 30 minutes in length.
- The cost of each follow-up visit will be **\$65.00**

Payment Information:

- Our naturopathic doctors provide direct billing for the following companies: GreenShield, Sunlife, Manulife, Great West Life, Johnson Inc, Standard Life, Cowan, Desjardins, Industrial Alliance, Chamber of Commerce, Maximum Benefit and Johnston Group. You may need to set up online billing first before we can bill on your behalf. If we are unable to bill your insurance directly you will be expected to pay for your visit and submit on your own. We accept cash, cheque, Mastercard, Visa and Interac.
- Our office strongly encourages you to contact your insurance company prior to your scheduled visit to determine your naturopathic coverage. It is important to ask your annual amount, amount covered per visit (this is often based on length of treatment); if there is a co-pay and when the coverage renews.

Cancellations:

- We greatly appreciate as much advance notice as possible for cancellations and rescheduling in order to best accommodate our waiting lists. Missed appointments and cancellations with less than 24hrs notice will incur a fee of \$40 that won't be reimbursed by your insurance provider. Extenuating circumstances will always be taken into consideration.

Regular Office Hours

Monday to Thursday: 9:00am – 6:00 pm

Friday: 9:00 am – 5:00 pm

Saturday: 9:00 am – 1:00 pm

***We often book patients outside of these hours to accommodate schedules.

***Please be advised that we are a scent free environment. Thank you. ***