

Acupuncture Appointment Protocol – What to Expect on Your Visits

New Patient Visits:

- Your initial appointment will be approximately 1 hour in length. During this time the Acupuncturist will be gathering information about your health, performing a complaint orientated physical exam and performing your first acupuncture treatment.
- Even though our Acupuncturists are also Naturopathic Doctors, supplement recommendations (vitamins, herbs, homeopathics, etc) CANNOT be made during acupuncture visits. These can only be done during naturopathic visits. We highly encourage people to schedule in for a naturopathic visit first if they would like dietary recommendations and advice on nutritional supplements/vitamins. Naturopathic visits can also include acupuncture at no additional cost and are billed as naturopathic services. Our acupuncturists do not prescribe Traditional Chinese herbs.
- 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 listing of current medications and supplements.
- If you have any recent blood work, x-ray results or any other medical documents please bring these to your appointment.
- The cost of the first visit for adults is **\$130**.

Follow-up Visits:

- The frequency of appointments will depend on the treatment plan set up by you and the acupuncturist.
- Each follow-up visit is approximately 30 minutes in length.
- The cost of each follow-up visit will be **\$65**.

Payment Information:

- Our acupuncturists 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 acupuncture 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. ***