

# BioNektar Clinic Appointment Policy Form

## Documentation Requirements

We require all intake forms to be completed prior to your in-person visit to our clinic for any new service. All patients are required to present their original OHIP card and **valid government ID to ALL medical visits** (photocopies, scans, etc. will not be accepted).

Not having a valid ID at the time of your visit will constitute a missed appointment, resulting in a no-show fee of \$20 being added to your file.

## Visit Length

The length of each health service can be found on the individual web page of the service. You may ask our staff for any further details.

The length of appointments varies, with first visits usually ranging from 30 minutes – 2 hours depending on the interview needs.

## Phone Calls or Email

**All medical advice and management over the phone require an appointment (which can be booked on our website's portal).** Patients are advised to take advantage of our advanced access scheduling system for the next available appointment.

**Communication with administrative staff about your health or investigations is against provincial privacy regulations.** You will be instructed to communicate all medical concerns with your doctor at your appointment. Our staff will be happy to help with all other concerns.

## Prescription Refills

**We are unable to offer phone or fax repeats on any prescriptions due to privacy and confidentiality reasons.** Please take advantage of our advanced access scheduling system for the next available appointment with your regular doctor to renew your prescriptions.

## Third Party Insured Services and Uninsured Medical Services

Not all services are insured by OHIP. Examples covered by OHIP include the following:

- Chiropractic
- Physiotherapy
- Psychology Services
- Naturopathic Medicine
- Registered Massage Therapists
- Cosmetic Services and Custom Orthotics, etc.

Many of the above services are covered by your employer's extended health insurance plans or other 3<sup>rd</sup> party insurance plans. All charges for uninsured services must be settled at point of service.

We do not provide direct billing. Appropriate information and receipts will be provided so that you may submit your claim for reimbursement from your insurance provider.

Not all medical services are insured by OHIP. Examples of uninsured services include:

- sick notes
- insurance forms
- government forms
- employment physicals
- travel health
- tray fees for procedures, etc.

Forms take time to fill and thus reduce the doctor's ability to provide care to patients. We will always inform patients in advance of such charges and offer several convenient forms of payment. All charges for uninsured services must be settled at point of service.

## **Age requirements**

Unfortunately, we do not see patients under the age of 18 at this clinic.

## **Product Return Policy**

We regret to inform you that our clinic does not offer any refunds for any goods/products purchased at BioNektar such as supplements, test kits, fitness resistance bands, etc.

## **No-Show Policy and Lateness Policy**

In order to provide efficient services to all patients, we enforce a fee for any late, missed, or cancelled appointments.

All missed appointments incur:

- a \$250 fee if scheduled with our doctors
- a \$50 fee if scheduled with our allied care team members

Lateness incurs:

- a \$50 fee if the appointment can still be accommodated on the same day
- a \$250 fee if scheduled with our doctor and has to be rescheduled

This ensures that we can provide quality, timely services to all patients as efficiently as possible. If it is your first time utilizing a service, please arrive early to fill out any necessary forms.

We require a **24-hour notice** for all cancelled or re-scheduled appointments to avoid incurring a no-show fee. Cancellation of any appointments must be done during regular business hours with one of our staff members. We are unable to accept such requests via voicemail or email.

If you book an appointment within the 24-hour time frame, the policy is in effect immediately.

All appointments will end at their scheduled time to ensure we may serve the next patient at their scheduled start time.

Due to the high volume of demand for medical services, late comers may be required to re-schedule for a later time or day. Appropriate charges for the late or missed appointment will apply.

Please note all fees incurred must be paid before seeing a doctor and cannot be waived by any of the staff members (including the front desk). Patients are to email the management should any questions of concern arise.

All no-show fees and late fees can be waived on reasonable medical or emergency type grounds.

## **Cancellation Policy**

In order for us to give you the most efficient healthcare at the BioNektar clinic, we do not overbook our schedule. When you make an appointment with us, that time slot is guaranteed to you and no one else. Therefore a 48-hour notice is needed to cancel an appointment in our office.

The patient will be charged 100% of any visit not cancelled within 48 hours to this office, unless we are able to fill the spot. This fee cannot be charged to an insurance company and is in effect for all services performed here. We confirm all appointments three days in advance. This is done strictly as a courtesy, and the responsibility of canceling an appointment remains with the patient.