

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 \$66.37 (+HST). All members are expected to abide by the Terms and Conditions of the membership.

BOOKING AN APPOINTMENT

New patients: Please call 416-225-2112 ext. 131 for more information.

Returning patients: Patients are automatically entered back into queue after their appointment and will be contacted by the Bernard Betel Centre when they are eligible to book a follow-up appointment. If more than 3 months have passed since their last appointment, patients may call 416-225-2112 ext. 131 to check their booking status.

Office hours: Monday to Thursday, 8:00am – 3:00pm. Please leave a message if we are unable to take your call.

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 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 as a "no show" in their file. Four no shows may result in the patient's dismissal from the chiropractic clinic.

LATE ARRIVAL POLICY

Our chiropractors have a full schedule and any delay may compromise the quality and timely care of another individual. Therefore, **if a patient arrives more than 5 minutes late for their appointment, they will not be seen by the chiropractor that day**, and will be considered a "no show" in their file. Patients are advised to arrive 15 minutes before their scheduled appointment.

INACTIVE PATIENTS

Patients are considered "inactive" if more than 3 years have lapsed since they last attended a chiropractic appointment and will be considered as new patients.

EMERGENCY APPOINTMENTS AND SPECIALIZED CARE

At this time, the chiropractors at the Bernard Betel Centre only perform **routine basic foot care**. The clinic does not have the capacity to treat patients with specialized care that require shorter return times or emergency, walk-in appointments. The chiropractors can refer such patients to a private clinic in the area. Procedures such as custom foot orthotics, injections and soft tissue surgeries are not offered at the clinic. We do not provide pedicures, or nail polish application or removal. Nail polish must be removed prior to an appointment. Patients must be capable of transferring into and out of the treatment chair without staff assistance.

FEEDBACK

The Bernard Betel Centre strives to provide excellent patient care and service, and we appreciate patient feedback. To provide feedback, please email marial@betelcentre.org or call 416-225-2112 ext. 130.