

CLINIC POLICIES and WAIVER

Dr. Olena Gill, ND is bound by law to protect your privacy. We also comply with the privacy regulations of the College of the Naturopathic Physicians of BC, and the College of Traditional Chinese Medicine and Acupuncturists of BC. Please **initial** next to the following to indicate your understanding and consent:

You are always in control of your information, and your health. We are here to assist you, which means that you have the right to give, refuse, or withdraw consent to any treatment at any time; this will not affect your ability to receive care in the future.

I understand that I am free to pursue other medical opinions and treatments including conventional medical care at any time. I understand that no warranty or guarantee regarding a promise of cure as a result of care is provided for any condition.

Payment and Cancellation Policies:

You are responsible for the full payment of any fees incurred during your visit to Dr. Olena Gill, ND at the end of each visit. We require **at least 24 hours notice**, if you wish to cancel or reschedule an appointment or **you will be charged for the time set aside and the specific cost toward that time and treatment type** and, in the case of a scheduled treatment, the cost of non-reusable products prepared for you. Notice of cancellation or rescheduling must be given during regular clinic hours. Email Cancellations are NOT Accepted. You **MUST** call the office at 778-762-3099.

We attach our Fee Schedule on the next page for your reference.

e.g. Fee for Cancellation less than 24 hrs or No show for a 30 min. ND Followup: \$80

I understand that Dr. Gill will store my credit card in a secure system, and that I may automatically be charged for late cancellations, and/or any pre-prepared product/remedy that has been customized for me. My CC info will be given at the first visit.

Disclaimer / Waiver:

Dr. Olena Gill, ND will do everything possible to ensure your visit runs smoothly. In the unlikely event that things happen beyond out of your control (late for appointment due to traffic, last minute cancellation due to emergency), we will do everything to ensure this is mitigated.

I, _____ (please print), have read, understand, and agree to the above clinic policies, and fee schedule of Dr. Olena Gill, ND.)

Patient Signature

Date

FEE SCHEDULE

NEW PATIENT VISIT:

Initial Visit 70 min.:	\$155.00*
Pediatric Visit (<5) 60 min.:	\$125.00

FOLLOWUP VISITS:

ND Consult 30 min.:	\$ 80.00
ND Consult 45 min.:	\$110.00
ND Extended 60 min. :	\$150.00
Acute care (15 min.):	\$ 45.00
Acupuncture Followup 45 min:	\$ 80.00
Acupuncture Followup 30 min:	\$ 55.00
Acupuncture Followup 60 min.	\$100.00

PACKAGE VISITS:

6 package Acupuncture/Bowen Therapy /Reiki (@45 min.)	\$450.00
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LABORATORY TESTING:

(Blood, Saliva, Urinalysis, Urine-Hormone, Cortisol, Nutrition, Heavy Metal, Gliadin, Hair Analysis, Vitamin-Mineral etc.)
Cost - Varies *ask for specific tests/panel fees

EAV Comprehensive Food/Enviro/Sensitivity Testing

2 sessions included:
Initial 75 min F/U 30 min \$175.00

Other / Extra

Medical/Legal Letters	\$varies
Missed - No Show appt fee	\$full appt fee
Late Cancellation (<24 hrs)	\$ 50.00

***Fees do not include cost of remedies or supplements**

****F/U appointments (consults only) can be conducted via telephone or Skype-same fees apply as in an office visit**

***** Mobile/Home visit for any followup service - add + \$10-20 travel fee (location dependant)**

PLEASE NOTE THE FOLLOWING:

- ~ All fees for appointments, pharmacy, and laboratory services are due at the time of service
- ~ Additional fees may be incurred for supplementation or testing – these will be discussed during the visit
- ~ Naturopathic consultations are GST exempt.
- ~ Family and Group Discounts available – more than 1 member of the same family that comes in will receive 5% off their visit fees + \$10% off Dispensary Products totaling over \$250
- ~ It is Office Policy that cc information will be kept on file, after the first visit, in the event of Missed or No Show fee billing (Policies are laid out in our Office Policy & Fee sheet which is mandatory to sign prior to your first visit)
- ~ We accept payments in cash, cheque, MasterCard, Visa, American Express, or Interac. NSF cheques will incur a \$15 fee
- ~ Outstanding accounts need to be finalized prior to booking subsequent appointments
- ~ You will receive a receipt after every visit. Please ensure that you save these to submit to your Extended Health service provider if appropriate
- ~ We do offer 3rd Party Direct Billing to over 10 different Health Insurers. To speed up the time it takes to process this at the end of your visit, please ensure you disclose your health insurance ID and info at the beginning of your first visit, and to determine whether you qualify for insurance billing