



POLICIES AND CONSIDERATIONS

Thank-you for trusting us to partner together on your road to optimal health and vitality. Please ensure you review our policies and considerations in detail. We're pleased to answer any questions you may have.

By scheduling a consultation and/or enrolling in the Optimal Personalized Health Program, you confirm that you agree to abide by our Policies and Considerations.

All consultation and testing services are **non-transferable** and **non-refundable**.

MEDICAL APPOINTMENT CANCELLATION / NO SHOW POLICY

When you schedule a consultation with Vitality Integrative Medicine, we set aside special time to prepare for your consultation, follow-up on actionables after your consultation and provide you with the highest quality of care.

Because of this, your initial consultation and/or enrolment in a program will be billed at time of booking.

As such, if you are not sure if you can proceed with a consultation and/or program, do not schedule one or enrol, as these are final sale.

In the case of subsequent follow-up consultations that are not part of a program, and are billed at the hourly rate, you will be billed at the time of service.

Should you need to reschedule a consultation or cancel a follow-up consultation please contact our office as soon as possible, and no later than 48 hours prior to your scheduled appointment. This gives us time to schedule other patients who are waiting eagerly for much-needed health care.

- Effective January 1, 2014, any patient who fails to show or has not contacted our office with at least 48 hours notice will lose the value of their scheduled consultation. If it is a follow-up consultation not yet billed, to be billed at the time of service, they will be invoiced for \$62.50-\$250 depending on the nature of the appointment.
- If the appropriate notice is provided, we will be happy to reschedule at our earliest mutual convenience.
- As a courtesy, we aim to send friendly reminder emails for consultations. If you do not receive a reminder call or message, the Policy will remain in effect.
- We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact us as soon as possible.
- You may contact Vitality Integrative Medicine to cancel/reschedule 24 hours a day, 7 days a week via:

Phone 204.505.0211 - leave a message

Email tara@vitalityintegrativemedicine.com -

Please list your full name, date/time of appointment and phone number.

TESTING SERVICES

Testing services are often conducted in conjunction with consultation services. For your safety, they will not be ordered or interpreted independent of such. You are responsible for the professional fees associated with this consultation.

Tests are billed at the time of ordering, and samples must be provided and shipped within 14 days, or the test may become inactivate and is nonrefundable.

The ordering clinician will contact you upon receipt of results to arrange to meet for a consultation, where a copy of your results will then be provided to you, along with our discussion.

OTHER

Our consultation services and testing services are tax deductible. Also, your consultations are GST and PST exempt. Insurers often cover these services, and requirements for coverage depend on the specific plan. You are responsible for submitting any receipts for potential coverage to your insurer.

You will receive an official receipt with the providing clinician's license number for your records.

Hourly consultation rates (independent of the optimal personalized health program) are billed at \$250 hourly, divisible in 15-minute minimum intervals based on time used.