

# Clinic Patient Policies

## Patient Information Collection

The patient information we ask for is limited to that which is fundamental to patient care and to the clinic's day-to-day operations.

Your health information is required to enable us to provide you with appropriate health care and is protected by the [Alberta Health Information Act](#).

We ask for your email address and cell phone number to facilitate sending appointment reminders, and to help you avoid cancellation fees for missed appointments.

We will not solicit you without your consent.

## What to Expect on First Visit

The doctor will spend the time going over all of the chief complaints and a detailed cause-based medical history looking for the cause of the health problems. This is more than just a standard medical history as we will be looking for all types of causes of the patient's health problems. If necessary, a physical exam will be performed. The doctor will then go over the possible causes of the health problems and next steps which may include testing and treatment options. At the end of the visit, patients may get a treatment plan to work on until their next consultation.

If the patient has any relevant or current lab results, they are encouraged to bring them in or to fax them in before their appointment, Naturopathic doctors do not have access to Alberta Netcare and cannot access your records in any way.

The doctor will review the patient's treatment options with them, and often start treatment if possible.

All new patient consultations can be in person, through phone, or secure internet video. Follow up consultations can also be in person, through phone, or secure internet video. If you choose to do a phone or video consultation we will require you to fill in the informed consent for telemedicine forms.

## Costs and Payment Options

The services, consultations, treatments and supplements offered by naturopathic doctors are not covered by Alberta Health Care. Some private insurance companies may cover portions of your visit with a naturopathic doctor. We encourage everyone to check with their plan first and see what is covered and whether their insurance provider will accept direct billing.

Every plan is different.

We can direct bill your insurance company if your plan covers the service and the insurance company allows direct billing. We can direct bill to the majority of insurance providers in these circumstances.

If your services are not covered by your health plan, we accept Amex, Visa, MC, cash, and debit. Cheques are accepted but if they are dishonoured, the patient will be charged the NSF fee.

## Payment Policy

Payment is due at the completion of each appointment. Patients will be charged for consultations, labs, treatments and supplements they receive. Our current fee schedule is posted [here](#). Please note that the rates are subject to change without notice. We accept all major credit cards, debit, cash and cheque.

## Patient Questions

There are times when a patient has a simple question or concern about their treatment plan. This occurs most often within the first week of having received their plan, while the patient is still “getting the hang of it”. We understand that it’s easy to lose track of whether a supplement should be taken with meals or between meals, whether or not a particular type of food is recommended for you, or whether a supplement should be refrigerated, for instance.

Our patients are welcome to contact us with questions such as these. Because the doctor is usually with patients and therefore unavailable for telephone calls, the best way to get questions to us is by e-mail to [admin@greenapplehealthcare.ca](mailto:admin@greenapplehealthcare.ca) or by using the messages section of the Patient Portal to get questions to us. The [Patient Portal](#) bypasses the staff going directly to the doctor and is more secure than email.

If you prefer telephone rather than email, you can call us at 780-485-9468. Reception will be happy to note your question for relay to the doctor who will then either email you the response or have Reception call you back with the response.

There is no charge to the patient for responding to simple questions within a reasonable period after their consultation.

If a patient has a more complex issue or multiple questions, it would be a disservice to the patient to try to address such concerns by email and he or she may be asked to book a consultation with the doctor so that all of the questions or concerns can be fully addressed. In that event, the usual consultation fee applies.

## Scent-Free Policy

Green Apple Health Care recognizes that an increasing number of people have sensitivities to artificial scents. In some cases, exposure to scented products can cause respiratory distress, rashes, headaches and other allergic reactions.

Several scented products are respiratory irritants and are known triggers for irritation to upper airways and eyes, even among people who did not have those pre-existing health conditions. For people with multiple chemical sensitivity or environmental illnesses, their ability to function depends on having air free of chemicals. Even low levels of the stimuli may trigger reactions in people with these conditions.

In order to limit our sensitive patients’ exposure to these allergens, we ask that visitors to our clinic refrain from using scented personal care products such as perfume, cologne, scented shampoo, hairspray, and other scented hair care products, scented body lotions, etc.

Your cooperation is appreciated.

## **Cancellation Policy**

When you book an appointment at Green Apple Health Care, you are reserving the doctor's time for your exclusive use.

We know that unforeseen circumstances can sometimes prevent you from keeping your appointment. If you are unable to keep your appointment, we will be happy to offer it to another patient but will need 24 hours prior notice from you to be able to do so.

If your appointment is cancelled with insufficient notice, it becomes impossible to offer your reserved time slot to another patient.

Therefore the clinic requires 24 hours prior notice of cancellation. No cancellation fee is applied where the minimum 24 hours notice is provided.

Patients who fail to show for their appointment or who cancel their appointment with less than 24 hours prior notice will incur the full cost of the appointment as the cancellation fee.

Any cancellation fees applied to your account must be paid in full prior to your next appointment.

## **Green Apple Health Care Family Plan**

Members of the same family sometimes wish to enjoy the benefits of seeing the same doctor. Treating members of the same household allows the doctor to gain a greater understanding of the family's schedule and requirements and the family dynamic generally. In this way, it becomes possible to coordinate each family member's treatment plan with the others in his/her family to make it as simple as possible to implement such things as diet and other elements of the program.

Green Apple Health Care is pleased to offer health care to family members residing in the same household at a reduced rate for the initial consultation, as follows: the first consultation for a family member is charged at the full rate; for any other family members living in the same household, the initial consultation is charged half the initial consultation rate (please refer to the current fee schedule). For instance, when the first patient in the household visits for an initial consultation, the full fee applies. If the patient then wishes to have his or her spouse and/or children attended by the doctor, their initial consultations are charged at half the initial consultation rate.

Please note that the family members must be from the same household to be eligible for the family plan; the plan does not apply to extended family members who reside outside of the patient's primary residence. The exception to this is for students who are temporarily living on campus or otherwise outside the home while attending school but who would ordinarily reside with the family.

### **Please Remove Your Shoes**

At Green Apple Health Care, patient care is our top priority. Part of caring for patients is to provide a sanitary environment and ensure that they are not needlessly made vulnerable to bacteria and other environmental exposures that can lead to infection and disease.

You would be amazed at the number and amount of harmful substances that can accumulate on the soles of your shoes in the course of everyday living. Even walking through such ordinary places as grocery stores, hair salons, parking lots and sidewalks presents ample opportunity for your shoes to pick up harmful germs and potentially harmful environmental elements.

In order to protect our patients, we ask that you remove your shoes during your visit to our clinic.

Thank you for your cooperation in keeping Green Apple Health Care a safe environment for all.