

Policies of the clinic

1. You are financially responsible for all charges whether or not paid by your insurance provider.
2. Some of the services provided are not covered by insurance because they do not fall under the definition of medical care (ex: coaching, monitoring of performance, prevention of overtraining syndrome, etc.) Ask for the fees for these services if it is the reason for your visit.
3. Your time is precious and so is mine. I will try to honor your scheduled appointment and I ask you to be on time out of respect for the other patients. I usually take 30 min for a new patient or a new problem. If you are scheduling for a follow up, I might tell you to schedule for a 30 min appointment as well if I need more time. Don't forget to tell the front desk.
4. There is a cancellation policy. If you cancel 24 hours or more in advance, there is no charge. Otherwise we will bill you for \$50.
5. If you are scheduled for an appointment, we want you to be aware that children are not allowed to accompany you in the doctor's office for liability reasons (presence of sharp materials, medical supplies, medication, etc.). Children under the age of 12 who are left in the waiting area need to be supervised. We cannot be held responsible for children left unsupervised.
6. If you do tests and the results are normal, we won't call you back (but you can check with my front desk). If your tests are abnormal or if there are other steps to follow for your treatment, you will be asked to reschedule for another appointment.
7. I am happy to answer quick questions via e-mail, but please understand that communications through e-mail are not private anymore. Please do not include personal identifying information such as your birthdate or personal medical information in any e-mails you send to us. Confidential information can't be discussed unless you can encrypt your message. But we can certainly exchange information regarding general matters (ex: the side effects of a medication, a good dosage for glucosamine, etc.)
8. I encourage you to visit my website for information, links and tips.
(www.ghislainrobert.com)

I have read the previous information and I agree to pay the charges if it applies.

Printed name: _____

Signature: _____

Date: _____