

SportSide Medical Services Financial and Cancellation Agreement

The purpose of this agreement is to clarify your financial responsibilities so we can devote our efforts to helping you as quickly and efficiently as possible. Also, to provide quality medical care in a timely manner. To do so SportSide Medical Services has had to implement an appointment cancellation and rebooking policy. This policy enables us to better utilize available appointments for our patients in need of care. Please see our fee schedule online or in the clinic for our most updated fees. These are the most common services we provide:

Service
Initial Consultation & Examination Physiotherapy Chiropractic \$100.00 *Please be advised that initial assessment may not include a treatment depending on time available
Subsequent Treatment Physiotherapy Chiropractic \$75.00

Massage Therapy
30 Minutes=\$55.00+HST 45 Minutes=\$75.00+HST 60 Minutes=\$90.00+HST 90 Minutes=\$135.00+HST *Initial appointments for massage therapy* Please note to add an extra 15 minutes of time for introductions

NOTE: The **Ontario Health Insurance Plan(OHIP)** does not provide any coverage for chiropractic, physiotherapy or massage therapy care.

FORMS OF PAYMENT: We accept cash, debit and all major credit cards, excluding American Express.

INSURANCE & THIRD PARTY PAYERS: Your care may be covered by employer group **Extended Healthcare coverage.**

Motor Vehicle Accidents & WSIB patients must let notify SportSide Medical prior to their appointments and come with proper paper work.

SPORTSIDE MEDICAL SERVICES CANCELLATION POLICY

Late Appointment Policy

If a patient is more than 15 minutes late for an appointment, the appointment may need to be rescheduled. This is to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to continue with the appointment however; the practitioner may not be able to complete hands on treatment. There may also be options available to wait for another appointment time on the same day if one is available. We will try to accommodate late comers as best as possible, but cannot compromise on the quality and timely care provided to our other patients

Cancellation/Rescheduling of an Appointment

To be respectful of the medical needs of the community, please be courteous and call our office promptly if you are unable to attend an appointment. SportSide Medical Services requires 1 FULL business day for any cancellations or rebooking's, so that your appointment can be reallocated to someone else in need. The meaning of 1 FULL business day varies by region, however at SportSide we require appointments to be cancelled no later than 10am the day before your appointment. If subsequent appointments are cancelled after this time a charge of \$75.00 will be added to the account. Initial appointments cancelled after the 10am time a charge of \$75.00 will be billed to the patient directly. We understand that certain situations are unforeseen however, please keep in mind the importance of cancelling appointments on time as appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. All late cancellations will be considered as a "no show".

"No Show" Policy for Regular Appointments

A "no show" is someone who misses an appointment without cancelling it within a full working day in advance or who fails to present at the time of a scheduled appointment. Both will be recorded in the patients' chart as a "no show". Individuals who have booked their first assessments have been notified about cancellation policies, if an individual scheduled for their initial assessment "no shows" a bill of \$75.00 will be mailed to their house. For individuals scheduled for a subsequent treatment for the first "no show", the patient will simply be told about this policy and receive a verbal warning. The second time, the patient will receive a charge of \$75.00 for the missed appointment and a bill will be sent to the patients residing address. Three "no shows" will result in the temporary suspension of services until the fee has been paid. If patients who are scheduled for massage therapy "no show" they will be billed the full cost of the time they had chosen for a massage.

PATIENT AGREEMENT: I have read, understood, and agreed to this financial/cancellation agreement.

(Patient Signature)

(Date)

(Office Representative)

(Date)