



# What We Expect From You



## **Keep Your Appointments**

We will recommend a specific schedule of care for you, comprised of a certain number of adjustments in a specific time frame. It is imperative that you follow this care schedule in order to correct the cause of your problem and get the results that we both desire.

If you need to change the time of your appointment, it is best to call and reschedule for a different time on the same day. If you need to change the day of your appointment, you must make up that appointment as soon as possible, preferably, the next day. Regardless, it is extremely important that you maintain your recommended appointment schedule. Missed appointments cause clients to lose ground and not get well as expected. Also note, we require a minimum of 24 hours notice for cancellations or re-bookings to avoid the cancellation fee.

As a courtesy, we will call you if you are late for an appointment. We will contact you to reschedule any missed appointments in order to help keep your health on track. We realize that life is full of other commitments, including family, work, social and home obligations. However, if you compromise your own health care, you won't be able to fulfill your other obligations. Commit to making your health a top priority—in both principle and practice.

## **Get Your Family Members Checked**

It is our policy to offer the family members of all clients a complimentary Nerve Function Examination. We ask that those appointments be scheduled within 14 days of beginning of care. We do not require family members to receive care, but strongly urge they get checked. We use very gentle adjusting techniques with babies and children. Please remember to watch your children carefully around the adjusting tables to avoid injury from inadvertently touching the table mechanics.

## **Allow 7 Days for Records or Requests**

We appreciate seven (7) days notice for any requests for copies of records, x-rays or specialized account statements. Appropriate documentation, narrative report writing, copying, postage, and handling fees will apply.

## **Keep Your Account Current**

In order to keep costs down, payment is expected at the time of service. Gibsons Chiropractic reserves the right to deny service at this office for lack of payment. Interest charges are applied for all balances over thirty (30) days. Accounts over ninety (90) days are placed in collections. Patients are responsible for any and all collections costs. Any unused prepaid visit fees (minus PayPal fees if applicable) will be refunded promptly upon request or may remain as a credit towards future visits.

## **Communicate With Us**

It is your responsibility to notify Gibsons Chiropractic of any injuries, accidents or illnesses that occur so that we can provide you with appropriate care. Also, please notify us of any changes to your health insurance benefits, (e.g. MSP, WCB, ICBC, Blue Cross), if you obtain additional or new coverage, or if your coverage is terminated.

## **Tell Others About Your Positive Experience**

Share your positive results with others so that they can better understand the benefits of chiropractic care as a natural and safe drug-free approach to better health. You can be a hero by saving them from drugs and surgery!



# What You Can Expect at Our Office



## **Open Communication**

We will always communicate with you as well as possible on such matters as your health condition, your health insurance or any other issues affecting your experience in our office.

## **Quality Care/Thoroughness**

We will monitor your progress with re-examinations to check your nerve function after 6, 12 and 24 visits, then as needed during your care or if there is an interruption in care of 6 months or more since your last visit.

If we cannot help you, we will refer you to another provider.

## **Health Education**

We focus on providing exceptional health education to our practice members. With all the conflicting information in the media, rest assured that you can rely on our team as your partner in health. We provide you with resources you can trust—not the latest fad. Our doctor will make recommendations throughout your care about nutrition, exercise, posture, nutritional supplementation, positive attitude, and detoxification.

Plus, our doctor is always willing to speak to your workplace, organization, club or church on numerous health topics including: longevity, weight loss, nutrition, workplace safety, exercise, stress management, women's health issues, ergonomics, and of course, chiropractic. It's part of our mission to educate the community as well as our clients.

## **Caring Team**

Our clients constantly rave about how friendly and caring our team of chiropractic office assistants are. We are devoted to helping our practice members. We hope you'll soon feel like part of our family. It is our intent, our purpose to strive to provide an outstanding experience each time a client visits our office. If you ever have a negative experience in our office, contact Donna, our Office Manager, for help.

## **Little or No Waiting**

You may be surprised at how quickly we can get you in and out on your chiropractic appointment. Most practice members appreciate the fact that we respect their time. We know that many doctors are slow and make their clients wait for substantial amounts of time, but we don't work this way. We know that your time is just as valuable as ours, so we promise that we won't waste it if at all possible. If you ever need to spend extra time with the doctor, for any reason, we will be happy to schedule an appointment at a time when we can give you the extra attention and care you need.

## **Honour and Respect**

We will honour your health goals and respect your privacy.

## **Commitment to Excellence**

Our doctor attends many hours of continuing education and is constantly improving her clinical skills.

## **Our Mission**

"To create a warm, family-orientated healing environment in order to help our practice members maximize their health potential."

## **Our Goals**

At Gibsons Health and Wellness Centre, we are dedicated to educating you about your body, how it works, and empowering you to heal it. We believe in working with our practice members as partners, to learn from each other in our journey together to maximize health.

We understand the importance of your wellness. To achieve your wellness objectives, you have to come to expect the highest levels of service and patient care. As a result, we continuously commit ourselves to meeting and exceeding your expectations, and to providing a positive and caring environment in our office. To us, providing a total health experience means dedicated and friendly staff, flexible and convenient hours and high quality care.