



## The Doctors at the Family Health Clinic Welcome you!

Thank you for choosing our clinic! The primary goal of naturopathic medicine is to address the cause of illness, rather than simply treat or suppress symptoms. As a team, we look forward to meeting your health needs. What follow are some of our clinic details and policies that we would like you to know.

The Family Health Clinic fees are as follows for all Naturopathic Doctors:

\*Naturopathic Consultations are G.S.T. exempt\*

Adult First Visit - (19 years+)	up to 60 minutes	\$180.00
Pediatric First Visit - (18 years and under)	up to 60 minutes	\$160.00
Return Visit (In-clinic, Phone or Telemedicine visit)	20-30 minutes	\$95.00
Brief Visit (In-clinic, Phone or Telemedicine visit)	up to 15 minutes	\$60.00
Extended Return Visit (In-clinic, Phone or Telemedicine visit)	30-45 minutes	\$140.00
Prolonged Return Visit (In-clinic, Phone or Telemedicine visit)	45-60 minutes	\$165.00
Late Cancellation / Missed Appointment Fee	with less than 48 hours notice	\$50.00
Emergency Pager Service (Dr. Carlson-Rink only)		\$40.00

*We accept payment by cash, cheque, Visa, MasterCard, or Interac/Debit (\$15.00 fee applies for N.S.F cheques)*

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### Informed Consent for Naturopathic Treatment

I understand that:

- any advice given to me as a patient at the Family Health Clinic is not exclusive from any treatment or advice I may now, or in the future, be receiving from another health care provider.
- no doctor or employee at the Family Health Clinic is suggesting to me to refrain from seeking the advice of another health care provider and I am at liberty to seek, or to continue medical care from another qualified health care practitioner at my own free will.
- any therapies recommended will be explained to me by my Naturopathic Doctor, and that I am free to withdraw my consent and to discontinue treatment at any time.
- there may be some minor health risks associated with naturopathic treatments or therapies. These may include, but are not limited to: allergic reactions to certain herbs or supplements, pain or bruising from acupuncture, cupping, intravenous (IV) therapies or vitamin injections. Please inform your Naturopathic Doctor of any allergies that you may have.
- my Naturopathic Doctor will do their utmost to help me, however, naturopathic medicine, as with all medical therapies, has its limitations and may not be able to treat all conditions. Therefore, neither the clinic nor the doctor, can guarantee results.
- all test results must be reviewed with your Naturopathic Doctor. (Appointment fees apply).
- the fees for naturopathic services provided at this clinic are not covered by BC Medical Services Plan (MSP), and that all appointment, dispensary or laboratory fees are payable at the time of service.

- the Family Health Clinic does not directly bill to extended health care insurance plans and I am personally responsible to file and submit receipts for reimbursement if I have extended health coverage.
- if my Naturopathic Doctor/Midwife (Dr. Carlson-Rink) is on-call, my appointment may be rescheduled with very little notice. I understand that my appointment will be rescheduled to an alternative day, as soon as possible.
- if I need to change my appointment, I will provide 48 hours advance notice to reschedule or cancel, to avoid paying a late cancellation fee of \$50.00
- fees are subject to change.

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### Informed Consent to the Naturopathic Dispensary

I understand that:

- I have the freedom to choose where I purchase any recommended supplements and remedies, even when they are available for purchase at the Family Health Clinic.
- I am not obligated to purchase supplements and/or remedies recommended by my Naturopathic Physician.
- Dispensary products and any custom-made dispensary orders that are specific for my needs will be billed at the time ordered.
- Any dispensary items that have either been opened or custom formulated will not be refundable, unless authorized by your naturopathic physician who prescribed it.
- at times, prices for dispensary items may increase. This may be due to increase in cost from our suppliers or because of fluctuating exchange rates with our U.S. product lines. There are also no rebates on quantity of pharmacy items ordered.
- It is my choice to keep my private credit card information on file for the ease of payment. I understand I have the liberty, at any time, to ask for it to be removed.

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### Privacy Policy

Patient confidentiality is of the utmost importance to us. Your Naturopathic Physician is required to maintain patient confidentiality, in accordance with the bylaws of the College of Naturopathic Physicians of British Columbia (CNPBC). Personal information collected is for the sole purposes of providing health care and for administrative purposes. This information can only be accessed by the practitioner and his/her personal staff. Our staff may not discuss any confidential information outside of this practice. From time-to-time case histories may be anonymously discussed between practitioners (with the removal of any personal or identifying information) in an effort to provide the best possible course of action for our patients.

All information contained in the practice including telephone conversations and messages, correspondence, emails, and medical files are privileged information. They become a part of a patient's medical records which cannot be copied, released to, or discussed with any other person or third party without the prior written consent of the patient.

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I, \_\_\_\_\_ have read and agree to comply with the terms stated above.  
(printed or typed name)

Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_

We look forward to serving you,

FHC Doctors and Staff