



PATIENT HANDBOOK

Your success is our success. In order for you to get the most out of working together here are a few things to keep in mind:

1. **Check your Patient Portal regularly.** Your Patient Portal contains each of your treatment plans, upcoming visits, appointment scheduling and intake forms. Please check here first if you have questions pertaining to your care. Contact us should you require assistance setting this up at 705.446.2200 or info@bewellcollingwood.com

2. **Supplements are recommended specifically for you, with your goals in mind.** Please do not substitute for different brands or dosages without discussing with us first, as there can be considerable differences in quality, dosing and effectiveness. You may purchase them directly from us, online via FullScript, our virtual dispensary [see www.bewellcollingwood.com Store] or anywhere else.

3. **Refills** can be obtained easily via FullScript, our virtual dispensary, by calling the clinic or by emailing us and we will leave it in a labeled paper bag hanging from the mailbox [weather permitting] - prepayment required. Please indicate which specific products you need to refill, before they run out.

4. **Scheduling online** is conveniently available 24/7. If you need to reschedule, simply book another time online and indicate which appointment you are cancelling in the "reason for visit" section. Please note that we have a 24 hour cancellation policy as we depend on our schedules being full in order to make a living and operate within the space that we do. Please keep in mind also, we often have many wait-listed patients and if we have enough notice, we can likely fill the spot. We try our best to respect your time and ask for the same in return. If you do not show up for your scheduled time, you will be billed 100% of the visit cost as this time is otherwise lost. We appreciate your considerations, thank you.

5. **Track your changes.** You will regularly be given homework ie. at-home functional testing and questionnaires to help us track your progress. This is an important part of your initial assessments and your on-going care. Please complete in a timely manner and email your results to info@bewellcollingwood.com or bring to your next appointment. Pay attention to your body. Watch for changes in sleep, appetite, mood, concentration, pain, digestion, skin etc. as these will commonly improve as treatment progresses.

6. **Health is a journey, not a destination.** It takes time to get sick and it takes time to heal. If you are actively working to address your concerns, watch for small signs of improvement. While our goal is to help you reach your goals safely and efficiently, understand that the body is a wonderful, complex mystery. Small, consistent and

positive steps produce the best results. If you feel 'stuck', let us help you troubleshoot this. There isn't always just one way of getting where you need to go, and we're keen to see you succeed.

7. Stay on track and keep your ND updated. Please follow-up with us at least every 4 months to achieve optimum benefit - this allows the ND to stay in touch with your concerns and work towards better results faster. As a rule of thumb, if you haven't been in for 4 months - please book a 1 hour follow-up. If you have been in within the last 4 months, 45 minutes will likely do. Within the last 2 months - 30 minutes should suffice. However, it is always nice to take the time when necessary - to ensure no important case elements are missed. Should we wind up early, we will always adjust our service fee for the time used and not booked.

8. Fees are updated on both our website at www.bewellcollingwood.com and the booking portal attached to our website. Please refer to these - we don't believe in hiding what we charge.

9. Hours are posted on our website at www.bewellcollingwood.com. Please be aware there are changes to our hours around holidays and that we are closed most thursdays to the general public. If we feel it is unsafe for you or our staff to come to your visits due to weather, we will not hold you accountable and may have an unexpected closure.

PATIENT COMMUNICATION POLICY

We are committed to providing you with excellent health care in a safe, confidential environment. In order to keep up with the high volume of communications we receive via phone, voicemail and electronically from email or the secure patient portal, we are implementing the following policy. This will ensure your important concerns are well heard, and dealt with in a timely fashion - ensuring excellent patient care.

Our Doctors are accessible during their office hours. Patients are welcome to leave a message with our front reception and the ND's will respond within 48 hours.

In order for us to respond to your questions in a timely manner, we are asking that you limit your messages to:

- Clarification of dosing or timing of supplements, if not clear in your treatment plan
- Responses to questions or homework assigned to you
- Possible side effects of treatment
- Your success stories. We love to hear about your progress!

Your questions should be brief, point-form and ideally answerable with a yes/no answer.

If your questions or concerns are more detailed, are beyond the scope as described above, involve a change to your health status requiring adjustment to your treatment plan and/or require more time to answer adequately you will be asked to schedule a phone consult or in office visit which will be billed same-day according to our posted fee-schedule. This will allow us to do a good job of addressing your important concerns.

If you need to reach our Doctors outside of office hours, you are welcome to email the clinic at: info@bewellcollingwood.com.

If there is an emergency, please go to your nearest Urgent Care or Emergency room.