

## ***Keenan Health Centre Policies***

Keenan Health Centre's policies are designed to help ensure an efficient, positive and consistent patient experience geared towards helping you reach your health goals.

A summary of the most commonly encountered policies is listed below. Please initial each policy to indicate that you have read it, and sign at the end of the document:

### *— Appointment Scheduling:*

To help ensure you can schedule appointments for your preferred dates and times, it is recommended that you book your appointments for the duration of your prescribed treatment plan, or at least one month in advance if you are scheduling periodic appointments only.

### *— Appointment changes:*

Appointments greater than 30 minutes in length require 24 hours cancellation or rescheduling notice. A missed appointment charge, equal to the value of your appointment will be charged to your account if 24 hours notice is not provided.

### *— Appointment Reminders:*

Appointments greater than 15 minutes will automatically receive a reminder call, one business day in advance of the visit.

If requested, an appointment reminder can be scheduled for any appointment, one business day before your scheduled appointment. Please indicate if you would like a phone or email reminder.

### *— Account Management:*

Because of the human resource demands involved in extending credit to patients and managing accounts receivables, Keenan Health Centre has decided to keep fees lower by insisting on fully paid accounts.

To make this easy you may choose to handle your account in one of three ways:

- On each visit
- In advance in weekly or monthly prepaid installments
- At the start of each major treatment plan (chiropractic patients only). Prepaid treatment plans receive bonus services and products as a result of our decreased account management costs!

Unused prepayments are refundable at any time.

Statements suitable for all insurers and tax purposes will be generated at your request. Our easiest checkout method is to sign up for our monthly auto-statements which will be printed on the first business day of each month for the entire preceding month, and available on your next visit.

**Keenan Health Centre | 303 Harmer Ave S., Ottawa ON K1Y 3B3 | 613-728-9414 | [www.ottawahealth.ca](http://www.ottawahealth.ca)**

Dr. Dirk Keenan DC | Dr. Richar Raigoza DC | Dr. Chris Martin DC | Dr. Carlan Stants DC | Dr. Jan Dorrell ND  
Virginia Spencer R.H.N. | Omar Sahraoui PT | Jamie Emery PT | Robyn McRae RMT | Liam Birkwood RMT

Third party billing will be arranged for the following:

- Motor Vehicle Accidents
- Workplace Health And Safety Claims
- Department of Veteran Affairs Claims
- National Defense Claims

In each of these cases, a separate account management document will be provided for you to sign. It is important for you to work closely with our administrative team as billing procedures are dictated by the applicable agencies, and you are still ultimately responsible for your account balance.

— *Parking:*

Keenan Health Centre has secured 3 parking spaces on the private property at the rear of our building. The spots available to patients include the first 3 along the back of the rear parking lot, and in front our building (for cars that can make it over the curb).

There is also free, two-hour parking on the street.

— *Cell Phones:*

Cell phones must be switched to SILENT in treatment areas and conversation on the cell phone is only permitted in the reception area.

— *Scented Products:*

We respectfully ask that patients refrain from wearing perfume and scented products. Many of our patients see us for sensitivities and are adversely affected by scented products.

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Patient Name

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Patient Signature

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Date