



180 Dundas Street West, Suite 103
Toronto, ON M5G 1Z8
T: 416 598 8898
F: 416 597 3967
www.tcnm.ca

Welcome to Toronto-Centre Naturopathic Medicine

Updated: December 1, 2011

At Toronto-Centre Naturopathic Medicine we are committed to providing high quality, personalized healthcare in a professional and compassionate environment.

The goal of naturopathic medical treatment is to provide holistic, practical long-term solutions to patient health concerns, and to encourage patients to take ownership of their health. Patient collaboration is essential in achieving this goal.

Please help us offer yourself and others consistent, excellent service by reviewing the following. Do not hesitate to contact us with any questions you may have.

WHAT YOU MAY EXPECT OF US

- Courtesy and respect
- Assessment and diagnosis of your health concern(s)
- A holistic treatment plan based on the best available scientific, clinical and/or historical evidence
- Openness and collaboration based on your concerns and input
- Access to all areas of our website (www.torontonaturopathicmedicine.ca) to facilitate successful completion of your treatment plan here
- Access to our professional dispensary

YOUR PRIVACY

Copies of our Privacy Policy are available at our office or on our website at <http://www.torontonaturopathicmedicine.ca/New-Patients/View-category.html>.

MISSED APPOINTMENTS AND LATE CANCELLATIONS

We require advanced notice of a full-24 hours for cancelled appointments in order to notify, in a reasonable amount of time, other patients who may be waiting for an appointment that an opening has become available.

Missed appointments and late cancellations are charged the full amount according to the duration of the appointment missed.

We offer reminder notices 2-days in advance of your scheduled appointment to allow you adequate time to notify us of required scheduling changes.

DISPENSARY RETURNS AND EXCHANGES

We will happily offer a refund or exchange on most products sold in our dispensary. Products we are not able to refund or exchange are:

- Products with broken manufacturer’s seals
- Products sold not sealed by the manufacturer (e.g., botanical tinctures, homeopathic medicines)
- Products requiring special storage conditions (e.g., probiotic products)

DISPENSARY AND LABORATORY TEST KIT SPECIAL ORDERS

If you require us to special order a product for you, payment must be made at the time of order. Laboratory test kits must be paid for when the test kit is picked up.

SCHEDULE CHANGES REQUIRED TO ACCOMMODATE DOULA SERVICES

Du La, ND offers doula (professional birth assistant) services, and as such is on-call, usually for one birth monthly. On days she must re-schedule appointments to attend a birth, you will be contacted before our office day begins, or as soon as she is called to the birth during the day. We apologize in advance for any inconvenience this may cause.

AMBER GLASS BOTTLE RETURN AND RE-USE

We encourage you to return to us amber glass bottles used for dispensation of botanical tinctures. Returned bottles are given to a local botanical medicine producer for sterilization and re-use.

To protect your confidentiality and increase likelihood that returned bottles are re-useable, please remove the label containing your personal information from the bottle and rinse with water to remove botanical tincture residues.

FEE SCHEDULE

Initial appointment	\$195	(90 minutes)
Follow-up appointment	\$42.50	(15 minutes)
	\$85	(30 minutes)
	\$112.50	(45 minutes)
	\$150	(60 minutes)
	\$225	(90 minutes)
Initial appointment (pediatric/student/senior)	\$150	(90 minutes)
Follow-up appointment	\$85	(30-60 minutes)
Doula services	\$1200-1500	

WE ARE ALWAYS STRIVING TO IMPROVE

If we can improve in any way, please tell us.
If you have had a great experience with us, please tell a friend.