

## ABC Nutrition

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### Terms of Service

Below you will find information regarding our terms of service and established policies of this practice. Please read this carefully.

**By booking an appointment with ABC Nutrition, you hereby agree to the following:**

#### **CANCELLATION POLICY**

Helping you reach your health and wellness goals is really important to us. We appreciate that you may need to cancel an appointment if your plans change or if you become unwell. Where possible, we kindly ask that you please provide at least 24 hours' notice of cancellation via phone or email, to allow other clients the opportunity to make an appointment.

- If you cancel your appointment within 24 hours of the scheduled start time, we will ask that you please kindly pay a 50% cancellation fee.
- If you cancel your appointment 24 or more hours prior to the scheduled appointment time, there will be no charge.

*Please note that for our packages, which are offered at a discounted rate, any sessions which are not attended or canceled within the 24-hour notice period, will become void.*

If you are running late, we may not always be able to complete the full consultation, but we always appreciate a phone call, email, or text to let us know. This will help us accommodate any changes which may be required.

#### **FINANCIAL POLICY**

You understand that you are obligated to ensure that our fees are paid in full within 24 hours of attending your appointment. Failure to do so may result in your outstanding balance being transferred to a debt collection agency for recovery, where you will be liable to pay any costs associated with collecting payment.

#### **Packages**

All package deals are to be paid in full at the time of purchase. Package payments are non-refundable and unused sessions are unable to be transferred or redeemed for cash.

#### **NOTICE OF PRIVACY PRACTICES**

We may use protected health information about you to provide you with, coordinate, or manage your medical treatment or services. We may disclose protected health information about you to doctors, nurses, technicians, or other personnel, including persons outside of our office who are involved in your medical care.

Our staff may also share protected health information about you in order to coordinate your care for such reasons as prescriptions or lab work.

We may use and disclose protected health information about you for health care operations, such as our quality assessment and improvement activities, case management, coordination of care, business planning, customer service, and other activities. These uses and disclosures are necessary to run the facility, reduce health care costs, and make sure that all of our clients receive quality care. For example, we use a web-based practice management and electronic medical record (EMR) Kalix for appointment scheduling, electronic record keeping and filing, electronic



paperwork, and coordination of care. Your protected health information is recorded, stored, and transmitted in Kalix in an encrypted state to ensure maximum privacy of your personal and medical information.

We may use and disclose protected health information to contact you (by email, telephone and/or text (SMS) message) as a reminder (including automated reminders sent via Kalix EMR and Practice Management Solution) that you have an appointment. We may use and disclose protected health information to tell you about or recommend possible treatment options, treatment alternatives, or health-related benefits or services that may be of interest to you.

#### **CONSENT TO TREATMENT**

I have read through all the above information and have been clearly advised of my rights and responsibilities as a client of ABC Nutrition Ltd, including the Notice of Privacy Practices.

I understand these rights and responsibilities and agree to abide by them. I consent to treatment, and I understand I have a right to receive a copy of this form upon request. I also understand that I can withdraw this consent in writing and terminate at any time.