WHAT TO BRING

Any medical, referral or prescriptions, Alberta Health Care Card, and Extended Health Benefits.

WHAT TO WEAR

Loose clothing (or gym type clothing), shorts and t-shirt, minimal jewelry, and indoor shoes. All staff are professionally trained and licensed to ensure the highest quality of service and integrity. We follow proper draping techniques to ensure your privacy and comfort.

QUIET ENVIRONMENT

To ensure a quiet environment, turn off all cell phones or put them on silent.

COME TO YOUR APPOINTMENT SOLO

During your first appointment the therapist wants to be fully focused on you.

CLIENT-ONLY IN PROCEDURE ROOM

Friends & family are not allowed to sit-in on your procedures. Though we love children, toddlers, and babies, we must kindly ask that they do not attend your appointment. Most of our treatments require the complete attention of the therapist. Clients who show up with children may have to reschedule.

PRIVACY AND PERSONAL INFORMATION

To provide you with appropriate care, we collect, use, and, when necessary, disclose your personal and health information. This may include sharing relevant information with your physician, other health care providers involved in your care, insurers, employers, case managers, legal representatives, or other authorized agencies for the purposes of treatment, care coordination, payment, or as required or permitted by law. Your information is collected, used, stored, and disclosed in accordance with applicable privacy legislation.

VIDEOS AND TREATMENTS

To protect the privacy & confidentiality photography and video recording are not permitted

FILL OUT THE PAPERWORK COMPLETELY

Our therapists need to know certain things about your past and current medical conditions and any medication you are taking to prevent adverse reactions that could easily be avoided. Please inform us if you have any medical conditions, recent surgeries, pregnancy, sunburn, or special needs prior to your treatment. Your health history is relevant in our clinic, which is a professional medical environment. If you've had other treatments already, please disclose them. Some treatments can increase the risk for irritation if treated too close together.

MAINTENANCE & FOLLOW-UP

Given the advanced nature of the products and services we provide, diligent at-home care and client compliance are strongly encouraged. Clients are urged to dedicate themselves to at-home exercises and recommended maintenance to maximize their results.

ZERO TOLERANCE POLICY

We are committed to providing a safe, respectful, and professional environment for our clients, visitors, and staff. Abusive, threatening, aggressive, discriminatory, or inappropriate language or behaviour toward anyone in our clinic will not be tolerated. Any individual engaging in such conduct may be asked to leave immediately, have services discontinued, and/or be reported to the appropriate authorities when warranted.