



PATIENT INFORMATION



Our Mission:

To provide quality health care services to all Mississauga and surrounding regions residents regardless of their ability to pay.

Welcome to the *Maple Therapeutic Clinic*

We are very pleased that you have chosen to become a patient of the Maple Therapeutic Clinic. This brochure provides you with information about the Clinic and some tips on how to best use our services.

Service Available:

**Traditional Chinese Medicine, Acupuncture
Chiropractic, Naturopathic Medicine
Diet and Nutritional Health Counseling services
Reflexology, Registered Massage Therapy
Aesthetics/ Facial/ Beauty Treatment
Cosmetic Acupuncture**

Health education in the areas of addictions and management of chronic health conditions in term of the above listed principles.

Eligibility assistance for Private / Extended Insurance, WSIB, Motor Vehicle Accident benefits.

Confidentiality:

The Maple Therapeutic Clinic assures you that your health information is confidential. Your health information can only be released by your written authorization or to comply with Provincial or Federal Laws.

Hour of Operation*

Clinic (phone: 905-795-8818)

| | |
|-----------|---------------|
| Monday | 10 am – 7 pm |
| Tuesday | Closed |
| Wednesday | 10 am – 7 pm |
| Thursday | 10 am – 7 pm |
| Friday | 10 am – 7 pm |
| Saturday | 10 am – 7 pm |
| Sunday | 10 am – 7 pm |

- Please note that an appointment is required most of the time. Walk-in is accepted however patients with an appointment will have the priority.
- We have an answering service that will take your call at any time of day or night. Please leave us your name, phone number, reason of calling and we will get back to you as soon as possible.

To Schedule an Appointment:

Call the Clinic number listed in this brochure (905-795-8818).

We will try to accommodate your preferred date, time and provider.

If your preferred provider is not available at the time you desire, you will be offered a choice of other providers.

Please inform the Receptionist of the reason for your visit, your current address, telephone number and insurance information.

When you arrive for your appointment:

Let the Receptionist know when you arrive at the Clinic

Give the Receptionist your current insurance information

If you have private insurance, extended health care insurance, please be prepared to pay your co-pay

Confirm your current address and phone number with the Receptionist

Bring in with you to your appointment any medications you are taking

Write a list of questions and concerns you want to discuss with your provider

If you are late for your appointment:

If you are more than 15 minutes late for your appointment, your appointment will be rescheduled.

If you need to Cancel, Reschedule, or change your appointment:

Call the Clinic at 905-795-8818 as soon as possible. For cancellation, please call at least 24 hours ahead of your scheduled appointment or a cancellation charge of \$20.00 will be applied to your account.

Payment for Services:

Please bring your insurance information.

If you have insurance, depending on the type, a co-pay may be required at time of payment.

Financial Assistance:

If you don't have private insurance, you may be eligible for a Sliding Scale Rate program at the Clinic.

Things to Remember:

Some insurance plans cover for the services here at our clinic provided that the services are prescribed by your family physicians or specialists. If you have one of these plans, please consult your physicians for appropriate referral letter/ notes.

Contact Address and Phone Numbers:**Maple Therapeutic Clinic**

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Mississauga, Ontario, L5W 1Z3

Tel: 905-795-8818

Fax: 905-795-8857

Email: info@mapletherapeutic.com

Web: www.mapletherapeutic.com