

Active Chiropractic Family Health Centre

Counselling

All new patients are required to have a 1 hour Initial Consultation or 1.5 hours for Initial Marital Consultation, prior to any follow-up appointment
Robert Neilson **IS** taking new patients.

- Once you are signed in you will be directed to the Appointments Tab
 - This screen will show a list of your Recent Appointments where you can choose to “Find more of these” for a particular appointment you have had in the past

OR

- Select ‘Counselling’ from the list of services we provide at Active Chiropractic
 - If you are unsure what appointment type you have received in the past for Counselling Services, please go to the ‘My Info’ Tab, and select Visit History

Client Types

- Child = 0 – 12 years old
 - Youth = 12 - 24 years old
 - Adult = 25 – 64 years old
 - Senior = 65 years and over
 - DND = Department of National Defense – Active Member of the Military
 - VAC = Veteran’s Affairs of Canada – Not an Active Member in the Military, requires preauthorization, please contact the clinic
 - MVA = Motor Vehicle Accident Patient
- Choose the ‘When’
 - You can select specific days of the week you want to search for an available appointment
 - You can select a date frame in which you want to see available appointments
 - You can select a time frame in which you want to see available appointments

OR

- Leave as default for a list of the appointments available ‘as soon as possible’
- Click ‘Search’
- Select the day & time that best suites you and your schedule
- Click ‘Request’
 - Appointments are by Requests ONLY
- You can then either request a single appointment OR a recurring appointment.
- You may add any notes, if necessary, to your appointment request.
- Click ‘**Request a Single Appointment**’
 - Your Request has now been submitted to the Clinic
- You will then be re-directed to “My Schedule” and you will see the appointment you requested followed by ‘Requested ONLY’
- You will then get an email stating your request has been submitted and that it is awaiting approval from the clinic and that an **additional email** will be sent approving or denying your request.
- Once the clinic approves/confirms your request you will receive a **confirmation email**, stating date, time, service, and appointment type. It also sends in the same email as an attachment to open, which allows you to schedule it right into your email calendar.

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- If your appointment requested is denied by the clinic, you will receive an email stating, that we are unable to fulfill your appointment request. Please try submitting another request or contact us to check for availabilities.
 - Your request would be denied if for some reason by the time the request comes in we have already booked that time slot with a patient in the clinic. **OR** if you are asking for an appointment type that does not match your status. (Example You are a Adult and you selected Senior as your appointment type)
 - Julie likes to speak with her patients prior to scheduling an initial consultation, to ensure that they a good fit with her services and are compatible

OR

- Selecting a **'Recurring Appointment'**
- Select the days of the week you would like the appointment to occur
- The duration that you would like to book for
 - Every week, every 2 weeks or once a month, or once every 2 months etc...
- Requested appointments must be confirmed by the clinic before they become booked on your schedule.

With recurring appointment requests, only the first date of the recurring appointment is listed on your schedule. After the request is confirmed and processed in the clinic, each confirmed appointment will be listed individually on your schedule.

Click on the link below to be directed to the Appointments Tab
<http://clients.mindbodyonline.com/ws.asp?studioid=28122&stype=-9>