

IN-PERSON APPOINTMENTS

What to Expect

A simple overview of what happens before, during, and after your appointment.

<p>Booking Your Appointment</p>	<ul style="list-style-type: none"> • Book online via Jane App. • Select an in-person session type and time that fits your schedule. • When booking your first appointment, you'll create a secure Jane account to manage appointments, complete forms, enter payment details, and provide insurance information if applicable.
<p>Reminders & Calendar</p>	<ul style="list-style-type: none"> • You'll receive a confirmation email. • You have the option to add the session directly to your calendar. • You may receive an appointment reminder in advance.
<p>Where Appointments Take Place</p>	<ul style="list-style-type: none"> • Sessions take place in person at Jonathon's office at Shelburne Family Chiropractic & Wellness Centre. • Arrive in advance so your session can begin promptly, and you receive your full appointment time.
<p>Confidentiality</p>	<ul style="list-style-type: none"> • Sessions are held in a private office setting and follow confidentiality standards. • Should you feel more comfortable, you may choose to arrive via the back entrance.
<p>How To Prepare</p>	<ul style="list-style-type: none"> • No preparation is necessary. • You're welcome to bring notes or a notebook if helpful, but nothing is required. • To help gather your thoughts, download the First Sessions Reflection Questions tool.
<p>Billing</p>	<ul style="list-style-type: none"> • A credit card is entered securely into Jane at booking. • Session fees are typically processed after your appointment.
<p>Insurance Coverage</p>	<ul style="list-style-type: none"> • Direct billing may be available for Sun Life or providers connected to TELUS Health (when eligible). • If direct billing isn't available, a detailed receipt is emailed after your session for reimbursement.
<p>Future Appointments</p>	<ul style="list-style-type: none"> • Ongoing sessions can be booked online or scheduled together at the end of your session. • Together, we will decide on an appointment cadence that feels right, built around shared availability.
<p>Cancellations & Missed Appointments</p>	<ul style="list-style-type: none"> • If you need to cancel or reschedule, please provide at least 24 hours' notice. • Appointments cancelled with less than 24 hours' notice, or missed without notice, are subject to the full session fee.



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