FLEXOLOGY
PAIN & INJURY CLINIC

NEW PATIENT GUIDE: YOUR JOURNEY

Simple. Personal. Focused on *You.* ♡

Your Health. Our Priority. ♡

1 BOOK YOUR APPOINTMENT

3 EASY WAYS TO REACH US



CALL
403-764-3539

EMAIL
admin@flexology.ca

ONLINE
www.flexology.ca



AFTER YOU BOOK:

- You'll receive en email with important details (what to wear, fees, wait times).
- Complete your intake forms & waivers at least 24 hours before your visit.
- Upload any lab results or reports (blood work, ultrasounds, MRIs, x-rays, or other provider reports) securely through your patient portal.

2 YOUR INTAKE APPOINTMENT



- Please arrive 5–10 minutes early.
- Check in by calling us from your car.
- We'll text you when it's your turn—and give you a warm welcome when we're ready for you.

This is a 45–55 minute appointment.

ASSESSMENT & EXAMINATION ONLY.

Treatment begins at your next visit after we review your results and create a safe, effective plan just for you.

3 YOUR TREATMENT PLAN

YOUR PLAN

- What we found
- Your goals
- Treatment approach
- Home care recommendations

WITHIN 24–72 HOURS

Within 24–72 hours, you'll receive your personalized treatment plan including:

- Key findings
- Your goals
- Proposed treatment plan
- Home care recommendations

PLEASE NOTE

Your plan is a guide, not a guarantee. It can change based on your progress, symptoms, attendance, and other factors. We cannot guarantee specific results, but we are here to support your recovery every step of the way.

4 BEGIN YOUR TREATMENT



We begin your care based on your assessment and plan.

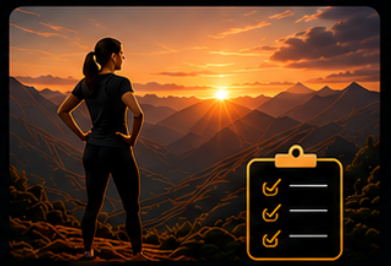
You'll receive:

- Hands-on treatment & advanced therapies
- Neuromuscular, orthopaedic & strengthening rehab
- Home exercises & daily recommendations

SUBSEQUENT VISITS: 30–40 MINUTES

Your visits are focused and efficient as we track your progress and help you move forward.

5 DISCHARGE & SELF-CARE



Once your plan is complete, we'll review your progress and confirm your next steps.

You'll receive:

- Self-care strategies & guidelines
- Maintenance or progressive care options (if needed)
- Tools to manage and maintain your results independently

LOYALTY PERK

Book within 4 months to keep your loyalty rate—and skip the new assessment fee.
(After 4 months, a reassessment is required at the new rate.)

IMPORTANT REMINDERS

Wear comfortable clothing and be ready to move.

Bring any pertinent documents to your initial appointment.

COMPASSIONATE CARE. PROVEN RESULTS.

Our goal is to get you out of pain, restore function, and help you live your best life.

We're here for you. ♡

PAYMENT MADE EASY

PAY AFTER YOUR VISIT

Pay at the end of your appointment.

YOUR UNIQUE INVOICE

You'll receive a detailed invoice to submit to your benefits provider.

SUBMIT TO YOUR BENEFITS

Use your invoice to claim extended health benefits (if you have coverage).