

# M Medi Spa: Clinic Policy

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## 1. Introduction

Welcome to M Medi Spa. This clinic policy outlines the rules, practices, and procedures that govern interactions with our clinic, both in-person and through our digital platforms.

## 2. Vision Statement

Our vision at M Medi Spa is to set the gold standard for excellence in anti-aging cosmetic care in our city. We aspire to create a haven where clients experience transformative journeys, not just in their appearance but in their overall self-esteem and quality of life.

## 3. Mission Statement

At M Medi Spa, our mission is to empower individuals to embrace their natural beauty and confidence at every stage of life. We are committed to providing a comprehensive range of cutting-edge anti-aging cosmetic treatments and personalized care that enhance our clients' vitality and well-being.

## 4. Scope

This policy covers all interactions with M Medi Spa, whether in person, through our website, or via any other form of communication.

## 5. Office Hours

- We are open Monday to Sunday from 11am to 7pm.
- On the first and third Saturday of each month, our hours are 10am to 7pm. Please note that from 10am to 11am on these Saturdays, a clinic meeting will be held, and no patient bookings will be available during this time.
- Walk-ins are also accepted during regular office hours.

## 6. Appointments and Walk-Ins

- All treatments are by appointment to ensure personalized care.
- Walk-ins are also welcome.  
Note: Walk-in availability is based on the day's schedule and may require a wait time.
- Appointments can be booked via our website, phone, social medias or in person.
- Consultations for various treatment plans, including but not limited to anti-aging, are available.

## 7. Cancellation Policy

In light of the current situation, we are waiving the cancellation fee and no-show penalty until further notice.

## 8. Services Offered

We offer a wide range of state-of-the-art services tailored to meet your unique needs.

- Core Treatments
  - Botox
  - Dermal Fillers
- Advanced Skin Treatments
  - SilkPeel Dermal infusion
  - Nutritional IV Therapy
  - Mesotherapy
- Facial Treatments
  - Variety of Facials

- **Star Facial Treatments:**
  - Pola Facial
  - La Mer Facial
- **Specialty Technologies**
  - Thermage
  - Ultherapy
  - Fotona Sp Dynamis
  - Picoway
  - Lutronic Infini Radio-Frequency Microneedling
  - BTL Exilis Ultra

## 9. Advanced Technology

- We leverage cutting-edge technology to provide the best results.
- All technologies in use are Health Canada approved and subjected to rigorous safety and quality checks.

## 10. Fees and Payment

All fees and payment requirements are transparent and will be fully discussed with you before initiating any treatment.

## 11. Patient Records

- All patient records are confidential, stored securely, and managed through the Telus CHR electronic record-keeping system.
- Every staff member will access the system via a unique login to ensure utmost security and traceability.
- It is imperative that all treatments are documented accurately in the system on the

same day they occur.

- Access to these records is limited to authorized personnel only.

## 12. Patient Confidentiality

We adhere to strict confidentiality protocols to protect your privacy.

## 13. Informed Consent

All treatments require informed consent, ensuring you are aware of risks, benefits, and alternatives.

## 14. Safety Measures and Protocols

- Safety is our top priority.
- All our medical personnel are trained in necessary safety protocols.

## 15. Quality Assurance

We are committed to delivering quality services and products and continually update our practices and protocols based on the latest research and guidelines.

## 16. Complaints

We take all feedback seriously and have a structured process for addressing complaints to ensure continuous improvement.

## 17. Employee Conduct

At M Medi Spa, we set high standards for our employees to ensure the mission and vision of the clinic are upheld in every interaction. Our team is expected to demonstrate professionalism, courtesy, and dedication to patient care.

- **Patient Confidentiality** • Staff members are bound by strict confidentiality agreements to safeguard patient data. • Unauthorized disclosure of patient

information is a breach of this policy and will be treated as serious misconduct that may result in disciplinary action.

- **Patient Relations** • All employees must treat patients with respect, kindness, and patience. • Communication should be open, honest, and aimed at understanding the unique needs of each patient. • Patient complaints or concerns should be addressed promptly and effectively.
- **Internal Clinic Communication** • Open and transparent communication among staff is essential for smooth operations. • Staff members are expected to keep each other informed about any situation that could impact patient care or clinic operations. • Miscommunication should be clarified as quickly as possible to ensure ongoing quality of care.
- **Inter-Staff Relationships** • Professionalism and respect should define the relationship between staff members. • Discrimination, harassment, or any form of disrespectful behavior toward colleagues will not be tolerated. • Issues among staff members should be promptly reported to a supervisor for resolution.
- **Salary Confidentiality** • All staff members are expected to maintain the confidentiality of salary information. • Discussing or disclosing one's own or co-workers' salaries without authorization is considered a breach of this policy.

## 18. Training, Licensing, and Continuous Education

All personnel must meet licensing requirements and are expected to continue their education to remain updated on the latest industry standards and technologies.

## 19. Conflict of Interest

- All employees are expected to act in the best interests of M Medi Spa at all times.

- Employees should avoid situations where their personal interests could conflict, or appear to conflict, with the interests of the clinic.
- Any personal or financial interests that could potentially interfere with the clinic's interests must be reported to the management immediately.
- Accepting gifts, hospitality, or other types of incentives from clients, suppliers, or other stakeholders that could affect or be perceived to affect the impartiality of an employee is prohibited unless approved by management.
- Employees must refrain from making business decisions on behalf of the clinic that benefit family, friends, or other personal relations.
- Any employee found to have a conflict of interest may be subject to disciplinary action, up to and including termination of employment.

## 20. Non-Solicitation and Non-Compete

- Employees are expressly prohibited from directing or encouraging any of M Medi Spa's clients to seek services outside of the clinic, especially if it results in the financial or reputational loss for M Medi Spa.
- Employees shall not use any confidential information gained during their employment at M Medi Spa for the benefit of another clinic or any third-party entity.
- This non-solicitation and non-compete clause applies both during the term of employment and for a period of [XX] months following termination or resignation.
- Any breach of this clause will result in immediate disciplinary action, which may include termination of employment and potential legal action.



## 21. Amendment to the Policy

This policy can be amended at any time. All amendments will be effective immediately upon posting on our clinic's website and premises.

## 22. Intellectual Property Statement

All trademarks, logos, content, and images displayed on M Medi Spa's platforms are the intellectual property of M Medi Spa and are protected by copyright laws. Any use, reproduction, or distribution of these materials without our express permission is strictly prohibited.

## 23. External Links

M Medi Spa's platforms may contain links to third-party websites or content. We do not endorse, control, or take responsibility for the content, privacy practices, or security of these external links. Users access external links at their own risk.

## 24. Cookie and Tracking Technologies

M Medi Spa may use cookies and other tracking technologies on our platforms to enhance user experience and collect analytical data. By using our services, you consent to the use of these technologies. You can manage your cookie preferences through your browser settings.

## 25. Disclaimer

M Medi Spa shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the use or inability to use our services, treatments, or information provided on our platforms. By accessing and using our services, you acknowledge and agree to the limitations of liability outlined in this disclaimer.