

What to Expect

- **What's Included:** Your sanoMidLife program includes a combination of Health Coach appointments and Clinician appointments. If you need additional support, extra sessions are available for a fee.
- **Not Urgent Care:** sanoMidLife does **not** provide emergency care. For urgent concerns, contact 911, go to your nearest emergency department, or visit a walk-in clinic.
- **Our Hours:** Our team is available Monday to Friday, 8:00 AM – 5:00 PM EST. Clinician appointments must be scheduled in advance just like a traditional clinic. Clinicians are not available on demand as they are often treating other clients.
- **Credit Card On File:** Once you choose to move forward with the service, we'll ask for your credit card details to keep on file for any additional charges—such as program fees, cancellation charges, or extra clinician appointments. Don't worry - we'll always notify you in advance before any payment is processed.
- **Bloodwork:** As a first step, we'll be asking you to complete bloodwork to help us get a clear picture of what's happening in your body. It ensures your care plan is personalized, evidence-informed, and aligned with your unique needs. Your bloodwork must be available before you meet with your Nurse Practitioner.
- **Completion of Insurance Forms:** We're happy to assist with medical forms, prior authorization requests, letters to specialists or physicians or other insurance forms. A fee of \$50 per form applies, as this is not included in your sanoMidLife subscription and is not typically covered by benefit plans. However, it may be eligible for reimbursement through a Health Spending or Personal Wellness Account, depending on your coverage.
- **Team Approach:** In addition to your care team, our friendly Admin team is here to support you too! From scheduling appointments to answering questions and guiding you through the process – they're just a message or phone call away.
- **Virtual & Confidential:** All appointments are delivered virtually in a secure, private setting. While there may occasionally be background noise due to remote locations, your conversation remains confidential and cannot be overheard.
- **Session Transcriptions:** With your consent, sessions may be transcribed for clinical review or quality assurance. You can opt out at any time.
- **Your Privacy:** Your personal health information is stored securely and only accessed by those directly involved in your care. For full details, please see our [Privacy Pledge](#).

Your Time Matters - And So Does Ours

To help us support everyone efficiently, we kindly ask that you:

- **Give Advance Notice:** If you need to cancel or reschedule, please let us know at least 24 hours ahead of your appointment.
- **Late Cancellations & Missed Appointments:** Appointments canceled with less than 24 hours' notice -or missed entirely - will incur a fee:
 - Health Coach appointments: \$60
 - Clinician appointments: \$90

Future appointments won't be booked until cancellation fees have been paid. We know life gets busy—but staying on track with your appointments is one of the most important ways you can ensure consistent, uninterrupted care.

How sanoMidLife Fits Into Your Care

- **Complementary Care:** The care you receive through **sanoMidLife** is focused specifically on managing menopause-related symptoms. It's meant to complement—not replace—the care you may already be receiving from your primary care provider (PCP).
- **Your Primary Care Provider (PCP):** Your PCP remains your main point of contact for your overall health. While we support your menopause care, it's important to keep your PCP informed of any prescriptions, supplements, or treatments recommended by your sanoMidLife clinician.
- **Your Role:** By using sanoMidLife, you acknowledge that your PCP is still your go-to for any health concerns outside of menopause care. Please ensure they're updated with any relevant information.
- **Chronic Conditions:** We don't provide care for chronic conditions unrelated to menopause (like diabetes or high blood pressure). For these conditions, continue working with your PCP or specialist.
- **Teamwork Matters:** We encourage open communication with your PCP to ensure your care is coordinated, consistent, and supports your overall well-being.

Prescriptions and Renewal Guidelines

- **Prescription Renewals:** All medication renewals or treatment adjustments must be reviewed by your clinician – during your scheduled appointments. If you're cancelling or rescheduling, please keep in mind that it may impact the timing of prescription changes. If a change is needed outside of a scheduled appointment, a fee of \$138 will be charged to the credit card on file to cover the clinician's time.
- **Insurance and Coverage:** Medications prescribed through sanoMidLife may be covered under your private insurance or public drug benefit plan—but coverage and out-of-pocket costs vary by provider. We recommend reviewing your plan details or contacting your insurer to understand what's included.
- **Keeping Care Affordable:** If medication cost is a concern, we can support you in exploring generic or alternative options to ensure you can continue treatment without financial stress.

Bloodwork and Diagnostic Testing

- **Test Costs:** sanoMidLife does not cover the cost of diagnostic tests, but we only recommend those that are essential to your safety and care. Most of the tests we suggest are typically covered by your provincial healthcare plan - though coverage can vary depending on the province. Uploading your recent test results to your sanoMidLife portal can also help us avoid unnecessary repeat testing.
- **Provincial Limitations:** Some provinces—such as Nova Scotia and New Brunswick—place restrictions on private testing. If you're located in one of these regions, we'll help you explore suitable alternatives.
- **Lab Access and Coordination:** Not all labs or diagnostic clinics will have your nurse practitioner in their system, which may cause processing delays. We'll support you in providing the necessary information to avoid or resolve these issues.
- **Check Your Requisition Form:** Before heading to the lab or clinic, double-check your requisition form to ensure all information is complete and accurate.
- **Test Preparation:** If your test requires fasting or other prep, your Health Coach or Clinician will guide you so you're ready and informed on the day of testing.