



Patient Resources For Jane, Our Online Booking System



All About Our Online Booking System, Jane: Your Guide to Booking & Managing Appointments at HillStar Integrated Health

At HillStar Integrated Health we're proud to offer a fully integrated, multidisciplinary approach to your health, whether you're seeing us for chiropractic care, massage therapy, acupuncture, dry needling, physiotherapy, or a combination of services.


To make your experience as smooth and stress-free as possible, we use the Jane Software, a secure and user-friendly online platform that helps you book, manage, and prepare for your visits, all in one place.

What Is Jane?

Jane is our online clinic system that makes it easy for you to:

- 🕒 Book or reschedule appointments online, anytime
- 📄 Access and complete most intake forms (some service specific forms still need to be completed in person)
- 📧 Receive appointment reminders by email or text
- 📄 View and access receipts
- 📅 See your full appointment history in one place

Whether you're managing a treatment plan across multiple services or visiting us for the first time, Jane helps keep everything organized and accessible.





Booking Your Appointment

Here's how easy it is to book an appointment through Jane:

Visit our online booking page:

hillstar.janeapp.com | Hillstar Integrated Health

- ✦ Choose the service you need (e.g. chiropractic, massage, acupuncture, dry needling, physiotherapy)
- ✦ Select a practitioner and available time
- ✦ Log in or create a Jane account
- ✦ Confirm your booking, you'll receive a confirmation by email


Want to book with more than one provider? You can schedule multiple services in one visit if availability allows.

Complete Intake Forms Online

To help us get to know you and tailor your care, Jane may ask you to complete a digital intake form for each discipline or service you're accessing.

Simply log into your account and complete your forms before your appointment, it only takes a few minutes, and it helps our team provide the best care possible.

Some service specific forms still must be completed in person so please arrive 15 minutes early for your initial appointment to ensure all paperwork is completed prior to your treatment.



Stay on Track with Reminders

Jane sends automatic email and/or text reminders before your appointment.

You can:

- ✔ Set your reminder preferences in your Jane account
- ✔ Add your appointment directly to your calendar
- ✔ Reschedule if needed, directly through the platform

Payments, Receipts & Insurance

Jane allows for convenient and secure billing options:

- ✦ Pay online with credit card (this is NOT required at our clinic, although it is available as a very last resort, if necessary)
- ✦ View and download receipts anytime
- ✦ All transactions are encrypted and fully secure.



Need Help?

If you need assistance with booking or navigating Jane, we're happy to help.

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Phone: 780-539-1261

Email: info@hillstar.ca