

WELCOME TO OUR OFFICE

To help familiarize you with our facility, we would like to share the following office policies. These policies have been developed to help us serve you better, keep our fees affordable and assure our patients of the best care possible. If you have any questions regarding our policies please ask our staff, as they are well trained and will be glad to help you in any way needed.

APPOINTMENTS:

Patients are seen by appointment only. We make every effort to be on time for our patients and ask that you extend the same courtesy to us. We strongly recommend that you make your appointments in advance to guarantee you get the best time and day for you, as well as ensure that you are seen in a timely manner. We often have daily waiting lists of patients who are trying to get in for treatment.

CANCELLATIONS:

We request that you give us **24 hours notice** when you need to cancel or reschedule your appointment. This enables us to offer your appointment time to someone on our waiting list who often is in acute pain. **If you miss an appointment or cancel with less than 24 hours notice a \$50.00 fee may be charged to your account.**

PAYMENTS:

In an effort to keep our fees and your balances low, we ask that you make your payment at the time of service. We accept cash, checks and all credit cards. For our cash patients, if you wish to prepay for ten sessions, we offer a 10% discount.

INSURANCE:

Some of our patients are fortunate enough to have health insurance to help defray the cost of treatment. The overwhelming majority of insurance plans do not cover all treatment in full. You are responsible at the time of service for your co-payments, all deductibles, any disputed amounts between you and your insurance and anything that is not covered by insurance. As we are not an insurance company, nor do we work for or represent any such company and we cannot guarantee any eligibility, extent of coverage or any payment by your insurance. You are ultimately responsible for any outstanding balance.

We want to remind you that it is your responsibility to make sure we always have your current insurance information on file.

Again, if you have any concerns you can ask any of our staff. Thank you for choosing our office. We are looking forward to working with you and helping you along to your complete recovery.

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