

POLICIES AND PROCEDURES FOR OUR PATIENTS

Patient name (please print): _____

Welcome to our office! We hope these policies and procedures help prevent any misunderstandings. Please let us know if you have any questions.

Clinic hours

Our office is open Monday through Friday for your convenience. Appointments are available at many times of the day including early mornings, during lunch, and early evenings. To better serve you, and to ensure you stay on track with your treatment plan, please schedule your future appointment(s) before leaving the office.

Appointments

A certain number of adjustments in a given time period is necessary to get the best results from your care. While we can't predict the exact number of adjustments you will need, we do know that consistency with your treatment plan creates the best results. Therefore, it is absolutely necessary that you keep your appointments so you stay on target for wellness. If you need to change an appointment, a 24-hour advance notice must be provided to the office. Please note that any massage appointment missed without a 24-hour notice will be subject to a \$50 charge.

All missed appointments must be made up within the same week so that you stay on track with your treatment plan. Deviating from your treatment plan will interfere with healing and progress, so please do your best to maintain your appointments. If you haven't notified us to reschedule a missed appointment, we will contact you because keeping you on track matters to us.

We will regretfully dismiss you from care if appointments are repeatedly missed. As stated earlier, missing your appointments will not only interfere with the corrective process of your care, but will interfere with Dr. Halle's ability to provide care to other patients.

Visit procedure

Each time you arrive for your visit, you are required to fill out a sign-in sheet. Any of our staff members are available to assist you with this sheet if necessary. The sign-in sheet allows you to illustrate or explain how and what you are feeling in your own words and also allows Dr. Halle to focus on the problem area(s). *Please note that when indicating your pain level on a scale from 1 to 10, it is important that you indicate the worst pain level you've experienced since the time you first started noticing symptoms.* These sign-in sheets are critical because they allow Dr. Halle to evaluate your progress or notice if problems keep recurring. After completing the sheet, please have a seat in the reception area until you are directed to the treatment waiting area or a treatment room. Dr. Halle will examine your problem area(s). Chiropractic treatment will take only a few minutes and may be followed by other necessary therapies as determined by Dr. Halle.

Symptoms

Regardless of the reason you came to our office, it is important to understand the difference between symptoms and their cause. As your spine is corrected, having good days and bad days is normal. You will be happiest and get the best results if you understand that this is a process designed to get you functioning at your peak level and get you on the road to wellness. *This takes time* and can be a lifelong process. Stay focused on this outcome so you are pleased with your results and enjoy the journey. Please notify Dr. Halle immediately of any abnormal symptom(s) you experience.

Communication

Please know that it is Dr. Halle's personal and professional goal to get you to *experience optimal health*. If this is also your goal, it is pivotal that you communicate about any change in your health, your progress, provide feedback about treatments and therapies that you are and/or aren't responding to, and inform Dr. Halle about external circumstances or situations that could be hindering your progress. Additionally, Dr. Halle wants to hear from you about how his office is performing or any other concerns that you might have.

POLICIES AND PROCEDURES FOR OUR PATIENTS *(continued)*

Nutritional and health aids

Our office offers a wide array of nutritional aids such as vitamins, supplements, medical food, and essential oils. Health aids such as mattresses, custom orthotics, pillows, ice packs, TENS units, etc. are also offered. Dr. Halle has contracted with top chiropractic suppliers and vendors to make the best yet most reasonably priced products available to you. While we may not have something on-hand, we can special order any item that is necessary for your care. Please consult with Dr. Halle prior to any requests or purchases to ensure you are getting the proper aids so there is no interference with your healing and progress. Please note these products are subject to applicable sales taxes and are non-refundable.

Financial responsibility and arrangements

We are committed to providing you the best chiropractic care possible and hope to help you achieve the level of health that you desire. In order to do that, we need your assistance by understanding the following:

- Payment for services provided is expected at the time they are rendered, unless other arrangements are authorized by our office. We accept all major credit cards, personal checks, money orders, cashier's checks, and cash. Credit and debit transactions are subject to a \$1.00 surcharge; however, flex or health reimbursement credit cards are excluded from this surcharge.
- If you have health insurance, a personal injury claim, or workers compensation claim, we will submit your claim(s) to the appropriate party as a courtesy for you. We will gladly attempt to answer your questions relating to this claim; however, you must realize that:
 - You are responsible to inform our office about a change in insurance, benefits, at-fault party information, etc.
 - Not all services are a covered benefit or will be paid by a claim. In some instances we have found that insurance companies will deny or reduce benefits or claims despite our best efforts to demonstrate the necessity for the care provided.
 - Your health insurance coverage is based on a contract between you and that company—we are not a party to that contract. Therefore, all charges, whether or not paid by insurance, at-fault party, etc., are ultimately your financial responsibility.
 - If in the event full payment for services provided isn't made through settlement of a claim, you are responsible for making a full payment on any outstanding balance on your account. We must emphasize that as a health care provider, our relationship is with you, not with the claim payer.
- Personal checks returned for insufficient funds will be subject to the charges imposed on our office by the financial institution.
- Any outstanding balance over 60 days is charged interest at one-and-one-half percent (1.5%) per month.
- Any outstanding balance over 90 days is subject to collection by an outside agency. You will be responsible for paying your outstanding balance, the accrued monthly interest, all collection fees, and any other fees incurred as a result of the collection effort.
- Payment arrangements are available but they need to be established at the time of or before care is initiated.
- If your insurance doesn't offer chiropractic benefits, please speak with our office. Every attempt will be made to provide affordable chiropractic care.

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I have read, or have had read to me, the above policies and procedures. I have also had an opportunity to ask questions and have had my questions answered satisfactorily. I understand that these policies and procedures are not intended to be all-inclusive and other matters may arise that aren't discussed here. By signing below, I state that I agree to comply with stated or implied policies and procedures.

Signature of patient, parent, or legal representative/guardian

Date

Printed name of patient, parent, or legal representative/guardian

Relationship to patient