

## POLICIES AND PROCEDURES FOR OUR PATIENTS

**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 appointment missed without a 24 hour notice will be subject to a \$35 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 sign in on an i-pad. Any of our staff members are available to assist you with this process. The i-pad sign-in allows you to illustrate or explain how and what you are feeling on each of your visits 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 i-pad sign-ins are critical because they allow Dr. Halle to evaluate your progress or notice if problems keep recurring. After completing the i-pad, 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.

### Nutritional and health aids

**Our office offers a wide array of nutritional aids such as vitamins and supplements. Health aids such as custom orthotics, pillows, ice packs and 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. Items not on hand may be specially ordered for you if necessary for your care. Please consult 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. Products are subject to applicable sales taxes and are non-refundable.**

## NOTICE OF PRIVACY PRACTICES

All health information is considered confidential and we are careful about how we use it. This notice describes how your health information may be used and disclosed and how you can get access to this information. Please read about your health information and let us know if you have any questions.

### We may share your health information to:

- Treat you
- Collect payment
- Run our office
- Inform you about other services
- Call you on your mobile, at home, or place of business to remind you of scheduled or missed appointments
- Discuss your case with family
- Do research
- Include you in care classes
- Thank you for referring patients

### We may use your health information for:

- Health and safety reasons
- Reporting to law officials
- Reporting victims of abuse
- Court hearings and filings
- Reporting to worker's compensation
- Discussing your claim(s)

### You have the right to:

- Request a copy of your health record
- Request with whom we share your health information
- Advise our management if you believe your privacy rights have been violated
- Request confidential communications
- Amend your health information

### Consultation and Exam

To begin today's visit, we will collect confidential health information and then sit and speak with you. After we learn more about your condition, we will perform some preliminary screening tests. If we believe we may help you, we will recommend a complete examination so we can thoroughly evaluate your condition. We will always inform you of associated fees before we perform any procedure or service.

### Report of Findings

Patients who are examined will receive a report of findings from the recorded history, consultation, and examination. If we believe we can help, we will accept your case at this time. If we believe that you will not respond to our care, we will not accept your case and may refer you to another provider.

### Treatment Plan

If we accept your case, we may recommend treatment options based on your unique needs and then an individualized treatment plan will be developed to address your short-term and/or long-term goals. As you advance through treatment, periodic progress evaluations will measure and compare your improvement.

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### I understand and agree to the following:

- The privacy practices have been satisfactorily explained to me and I have received a copy of the Notice of Privacy Practices or had an opportunity to receive a copy.
- I understand any questions can be directed to clinic management.
- I understand the purpose of today's visit.
- The doctor(s), employees, or designated agents of this clinic may use my protected health information in the manner previously described.