

## PATIENT/ DOCTOR AGREEMENT

The purpose of this agreement is to allow us to more completely serve you and for you to get the best results in the shortest amount of time. It is our experience that those patients who follow through with these agreements get the best results.

### SIGNING IN

When you arrive, sign in. You will be called and assigned a treatment area in the order you signed in for the Doctor. On each visit, pick up your card at the front desk, and go to the assigned treatment area. Rest and relax, the Doctor will be in as soon as possible.

### NEW PATIENT ORIENTATION

You will benefit more from this care by you participating in your recovery. We strongly recommend that all patients attend our patient orientation within the first two weeks of starting care. This class explains how the body functions, how Chiropractic works, the difference in being treated with a specific upper cervical technique and how results are produced applying this technique. Family and friends are always welcome. There is no charge for this class. While children are welcome in the office during our regular treatment times, we do not recommend bringing small children to the patient orientation.

### MISSING OR CHANGING APPOINTMENTS

**The Doctor has set-up a specific course of treatment for you. A certain number of treatments in a set amount of time are required to get the results we both desire. Please, if you need to change the time of your appointment plan to come another time the same day or, if the same day is not possible, it is important that you make-up the missed appointment within that week. Our main goal is to keep you “on schedule”. If you are here for spinal correction, and not just symptomatic relief, you will be expected to follow the Doctor’s treatment recommendations in order to get the best results. Following these recommendations will help you to achieve your goals in this care and in your health. A wise man once said, “*schedule your life around your health, not your health around your life!*”**

### APPOINTMENT TIMES

We will set a specific time for your adjustment. Try to be prompt as the Doctor has set this time aside for you. Our goal each visit is to detect and correct vertebral subluxations and during this time and that is all he/she will do. If you come at another time, you may have to wait a few minutes, as the Doctor also sets aside specific times to see new patients and conduct extended consultations. We value your time and do not want you to wait needlessly. If you wish to sit down with the Doctor to discuss your case, a specific Doctor/Patient conference can be arranged at no additional charge.

### FINANCIAL POLICY

We will expect you to honor the financial agreement you make with our office. In order to serve you better, please plan to make any payments/ payment arrangements at the front desk before you go back for your adjustment. If there is a balance left on your account at the time you choose to complete treatment, we ask that you clear it before leaving. If you are unable to clear the balance at that time we will be willing to set up payment arrangements on auto-debit and work with you until it is cleared. If the balance is not cleared and no payment arrangements were set up, we will unfortunately be forced to send your remaining balance to collections after a reasonable period of time.

### PROGRESS EVALUATIONS AND RE-EXAMINATIONS

During your treatment series, re-examinations and progress reports will be done on a regular basis.

### COMMUNICATION

Please communicate directly to your Doctor any upsetting matter such as waiting too long, rudeness by any staff member, failure to understand treatment, need for extended consultation, etc. We are here to serve you. Your criticism will help us to help you as well as others.

CASH PATIENT FINANCIAL POLICY

We request that 100% of the first visit be paid at the time treatment was rendered. For your convenience, future payments may be arranged at the first visit of each week. We are happy to accept your check, MasterCard or Visa.

HEALTH CARE MADE AFFORDABLE/FAMILY PLANS

We understand that you have made a decision to see if chiropractic can assist you in healing your body. We would like to help you make this possible. We have set up plans in our office to financially help you achieve your goals of getting healthy. We also understand that once you start to see the results of chiropractic, it is common to want to bring your family in. Please ask our front desk about our family plans.

MAJOR MEDICAL/GROUP INSURANCE

You are expected to pay in full for the services of your first visit. We need you to fill out and complete the "Chiropractic Insurance Policy" form. We are a customer service office and try to be as helpful as possible. As a benefit to you, we will check your insurance coverage. We ask that you call on your coverage as well. Insurance company's state that the information provided is an estimate of coverage, so we like to be as thorough as possible. Also, any checks sent to your home by the insurance company must be brought or sent to our office within three days.

AUTO ACCIDENT/PERSONAL INJURY

You are responsible for reporting your accident to the insurance company and to your insurance agent. Your insurance coverage for you medical bills is called PIP (personal injury protection). You must contact your insurance agent and have them send you a PIP application. We require all patients to provide us with their insurance information, as well as the address and contact information for the insurance of the at fault driver. This information must be provided to us within the first two visits or we will ask you to pay up front until that information is obtained. You are usually covered 100% for these injuries. There are certain insurance companies who will pay only usual and customary. This will leave a small residual balance that will be your responsibility. We urge all of our patients to contact an attorney to help them manage their claim and insure that all bills are paid. If your claim is a 3<sup>rd</sup> party claim, we will not hold a balance for you unless you have an attorney. This protects not only us, but it also protects you from having a balance which becomes your responsibility to pay. We can help to recommend an attorney if necessary. If a personal injury balance is held without payment for an extended period of time we are subject to add 12% annual interest until the balance is paid in full (percentage rate is subject to change at our discretion), and all financial matters will be fully disclosed to the patient.

WORKER'S COMPENSATION

If your care is related to Worker's Compensation, you must obtain written consent from your employer allowing you to receive care at our office. Also, you must request that your employer notify his insurance company that you are under care at our office and have them send the appropriate forms to our office immediately.

MEDICAID

There are no funds for chiropractic in the Medicaid system. Care is 100% your responsibility.

MEDICARE

Medicare will cover a portion of your visits after your deductible is met. Medicare does not pay for examinations or x-rays. Once Medicare benefits are exhausted, you are responsible for payment. Don't hesitate to ask for your insurance coordinator about special payment plans for which you might be eligible.

I, \_\_\_\_\_ understand the above policy and agree to abide by it.  
(PRINT NAME)

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

