

## **Office Guidelines and Policies**

Welcome! Please take the time to review the following office guidelines and policies so that we may better serve you. This information outlines our terms for providing service and will help clarify any questions you may have before making an appointment.

### **Preparation Guidelines**

Prior to your initial visit you need to obtain all the necessary paperwork. We ask you to read and complete this paperwork (in non-urgent cases) to give you time to think through your answers and to make the most out of your time in our office.

### **Medical Records**

If applicable, please bring copies of your latest laboratory and imaging (x-ray, MRI, CT) reports—no film required—on the day of your initial exam. Make copies for yourself if needed beforehand, as the copies we get from you will become part of our records. If your doctor requires an ‘Authorization to Release Medical Records’ form please contact our office and we will provide one for you. Often your laboratory and imaging reports can be faxed to you. Please do not have these documents faxed to our office if they are more than five pages.

### **Fees**

Payment is due at the time of service. We currently accept cash, check, Visa, MasterCard and American Express. If payment is not made within 30 days, your account will be charged a \$25 monthly fee until payment is made.

Returned checks will be charged a \$25 handling fee.

Please contact the office if you are having issue with payment for any reason. We will do our best to meet your specific needs.

### **Insurance**

Our office is a fee-for-service practice, meaning you pay at the time you get care. However, many of our patients are still able to use their insurance to cover all or part of their services. Prior to your first appointment it's always a good idea to call your insurer to verify your coverage. Some may require pre-notification or pre-approval. At the end of your appointment we will provide you with an invoice that has two types of codes on it. An ICD-9 Code and a CPT code; the ICD-9 is your diagnosis from the Doctor and the CPT is the procedure or treatment received. You then take these invoices, which the insurance companies call super bills, and mail them to your insurance provider with one of your insurance forms. The address is typically on the back of your insurance card or you can call their customer service number for more detailed instruction. Most patient's get 50 to 80 percent of their visit covered which means they are paying very little out-of-pocket for exceptional care.

## **Retail Sales**

Many doctors offer supplies (glasses, crutches, creams, etc.) at their offices for the convenience of their patients. In Health Clinic often recommends nutritional support products such as vitamins, minerals, enzymes, botanicals, antioxidants, and other natural remedies. Although he does suggest commercial products (health food stores, online, etc.), most are recommended from our office for several reasons. Years of clinical experience shows that most commercial products are poor quality, in spite of the label claims. In Health Clinic carefully selects 'professional grade' products not sold directly to the public, from various reputable manufacturers. The costs of these products, if needed, are not included in the evaluation or consultation fees. No patient is required to purchase products from our office, however if you choose to purchase OTC products of lesser quality, you should not be surprised if you obtain sub-optimal results.

## **Return Policy**

Product returns must be made within thirty (30) days of purchase. Un-opened products (supplements and/or orthopedic supports/supplies) that are returned within 30 days will be given a full refund, less a 10% restocking fee. All supplement returns must be unopened and sealed inside the original packaging. Opened supplements may not be returned. No refunds are offered on services rendered.

## **No Show & Cancellation Policy**

In Health Clinic is committed to offering the best service to as many people who need his services, and he commits the best resources available to your appointment. Therefore, we require a minimum 24-hour cancellation notice on all appointments. No-shows or cancellations with less than a 24-hour notice will be billed the full fee of the appointment. Our staff will make every attempt to remind you of your appointment, but it is ultimately your responsibility to remember.