



PATIENT POLICIES

PREFERRED HOURS: In order to provide you the care you need as conveniently and rapidly as possible, we have established hours during which you can receive your adjustments. These hours are – **MF (6:30am–1pm & 3pm-6pm), Wednesday (6:30am-11am & 2pm-6pm), and Thursday (8-11am & 2-5pm).**

APPOINTMENT SCHEDULING: For *all patients*, to save you time on each visit, we ask that you pre-schedule **all appointments in advance**. This helps you keep from repeatedly rescheduling appointments and keeps your progress on schedule! You may still call to schedule same day appointments. Regarding walk-in appointments: Please understand that all scheduled patients are seen before walk-in slots and there may be up to a 30 minute wait.

BROKEN APPOINTMENTS: Please keep in mind we are a growing office. We ask that you please call before your scheduled appointment to *cancel* or *reschedule*. In order to keep your progress on schedule, missed appointments must be made up within the same week. It is your responsibility to call us if you need to make changes to your schedule. If you repeatedly miss appointments or we must continually call to reschedule your appointments, we will *regretfully discharge you* from care.

FINANCES: We have adopted the following financial policies. If you have any questions regarding these policies please discuss with the office manager. Full payment is due at time of service, unless prior arrangements are made. For your convenience we accept cash, checks or credit cards (Visa, Master Card and Discovery) we do not store credit card information.

INSURANCE: If we have made prior arrangements with insurers to accept and assignment of benefits, we will bill those plans for which we have an agreement and will only require you to pay the authorized copayment on the day of service.

Out of network insurance, we will prepare and send the claim for you on an unassigned basis. Consequently the charges for your care are due at the time of service.

In the event that your health plan determines a service to be “not covered” you will be responsible for the complete charge. Payment is due upon receipt of a statement from our office.

CASH: Plans are pro-rated over a period of time and help spread the cost of the care equally over the time specified. Therefore, no refunds of more than the balance accumulated on the account will be issued. **We auto debit as a convenience to you. Auto debits may be set up on the 2nd or 16th of each month.**

If terminated early the discounted rates will no longer apply and visits accumulated will return to the normal adjustment price of \$55

FAMILY RATES: We love our families and to help you and your family, we offer family rates! Ask a staff member or Dr. Todd about our family rates!