

OFFICE POLICIES

Appointment Scheduling

Visit frequency is to be kept by the patient according to the doctor's recommendation. To save time we ask that you **pre-schedule** all of your appointments in advance. To keep your progress on schedule, it is necessary that you reschedule all missed appointments **within 24 hours**. If you have arrive early for your appointment, we will do our best to work you in, however, all scheduled patients will be seen first. Late appointments will be worked in or reschedule by our staff. In order to provide the care that you need, your scheduled appointments are for adjustments and rehabilitation. If you should need to talk to the doctor about any other concerns, we will schedule a time for you to meet with the doctor. INITIALS _____

Deductibles and co-pays (DOES NOT APPLY TO AUTO ACCIDENT PATIENTS)

All patients are expected to pay deductibles and co-payments for their care. There are very strict laws governing doctors that do not collect insurance deductibles and co-payments. Our office will not engage in any waiving of these payments. INITIALS _____

There Is No Discussing Finances with the Doctors

Your doctors' responsibility is to deliver the best in health care for your needs. Georgia Spine and Sports Rehab has a billing staff that will always be available to discuss your finances when they are concern to you. **Please do not talk to the doctors about any financial arrangements.**

Broken Appointments

Our office has very strict policies for missed appointments. We ask all patients to respect both the doctors and patients by calling 24 hours in advance if you need to cancel an appointment. We realize that unforeseen circumstances will occur during your treatment; however, we will only allow 3 cancelled appointments before **we will charge your account a \$25 office visit fee.** Each missed appointment will be documented in our records and will be discussed individually before you are charged. **The doctor will also have the discretion to release any patient for missed treatment.** INITIALS _____

Financial Agreements

It is your prompt payment that allows us to continue providing the highest level of professional care to you and your family. We will file all of your insurance claims as a service to you, however, we will not enter into any dispute with your insurance company. We will verify your benefits for you, but we need to make you aware that insurance companies may give wrong information about policies without our knowledge. **If this situation occurs, you will still be responsible for your medical bills.** If you do not have insurance, our office will our best to help you receive care. Patients that are treated with no insurance will be eligible for reduced fees if paid at the time of service. Any patient needing treatment longer than 90 days may be eligible for special financial arrangements. Please discuss any question with our billing department. INITIALS _____

Maintenance Care

Maintenance treatment is becoming more popular with patients that are treated in chiropractic offices. This treatment is usually recommended for patients that are not experiencing any acute or chronic pain, however, they would like to prevent any future pain or problems. Patients begin treated for maintenance care will be seen on an "as needed basis" or once every 30-60 days. **Unfortunately, insurance companies will not pay for maintenance care.** Insurance companies are only responsible for what they define as medically necessary treatment. **All patients receiving maintenance care will be responsible to pay our fees at the time of service and may file their own insurance.** INITIALS _____

Complimentary Care for Your Family

Within 30 days of your visit, our office will allow any family member of friend to receive a complimentary consultation and examination by our doctor. We will not offer any complimentary care after 30 days.

Chiropractic Care for Your Children

Children need to have their spines examined just like adults. Many children grow up with adolescence scoliosis and other back related conditions that are commonly misdiagnosed. Unfortunately, children don't complain, leaving serious health conditions going undetected. Our pledge to you is that will perform complimentary scoliosis screening on all children. **Please ask our staff about our fees for treating your child.**