

**ABA FAMILY CHIROPRACTIC
HOLISTIC HEALTH CENTER, LLC**

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Michael A. Pickens, D.C., Director

OFFICE POLICY:

The following paragraphs provide information and outline our policies at ABA Family Chiropractic Holistic Health Center, LLC. In order to have a good working relationship for restoring and maintaining your health, we feel that it is necessary for you to understand how our office operates. Please read all the items below and state that you agree to abide by our policies by signing at the bottom of the page on the reverse side. If you have a question concerning any item, let us know, so that we may clarify it before you sign.

Hours:

Clinic hours are Monday 8:45am until 6pm, Tuesday 9am until 1pm, Wednesday 8:45am until 7pm, Friday 8:45am until 5:00p.m., and alternating Saturday mornings from 9:30am until 12:00pm.

Appointments:

Our providers schedule patients by appointment only, and make a sincere attempt to adhere to their schedules. However, there may periodically be a delay in seeing you as a result of emergencies or unforeseen circumstances with treatment of another patient. When this happens, your patience is appreciated.

Please be on time for your appointments.

Due to a high number of no call/no show and late arrivals for appointments, we have had to implement a strict policy to address this. If you are 2 minutes late, it will be documented on your file. If you are 5 minutes or later for your appointment, you will not be seen, and charged for a missed appointment. The charge for a 15 min missed appointment fee is \$75. If you accrue 3 missed appointments in a one year timeframe, you will be discharged as a patient.

If you cannot keep an appointment for a **15 minute chiropractic adjustment**, at least 1 business day prior notice should be given to our office to cancel or move your appointment. If you do not give proper notice to cancel, it will be considered a missed appointment, and charges will apply.

If the appointment is for an **extended block of time**, such as for X-rays, nutritional evaluation, or an extended allergy elimination appointment, an advanced notice of 3 business days is required. If proper notice is not given, a missed appointment charge will apply, ranging from \$150-\$225.

(Note: If an appointment is missed and we are able to reschedule you for later that day, you will still be required to pay the missed appointment fee).

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Insurance Information:

We only submit insurance claims for Cigna Medicare. If you have contracted with a replacement policy instead of the designated Ohio Medicare plan, we do not submit for reimbursement. Please be aware of what policy is considered primary for your care – we are not responsible for any outstanding balance left to pay if we receive the wrong insurance information.

Payment is expected at the time of service. If you are unable to pay a balance with cash or check, our office also accepts Visa, MasterCard, AMEX, and Discover.

If your account has an ongoing unpaid balance, you will receive monthly statements and a \$5.00 billing fee will be assessed with each statement. If no payment is received after a period of 3 months, your account will be sent to collections. An additional fee of 50% of monies owed will then be added to the outstanding balance to cover the collection agency's service charge.

Other courtesies:

Due to the number of people we treat in our office with allergies/sensitivities to scent, we must ask that you please refrain from using perfume/cologne on the day of your appointment.

Please do not talk on your phone in our waiting room/entryway. If you must answer your phone, please take the call outside.

Please do not listen to your phone/tablets/laptops or any other electronic devices without the aid of headphones/earbuds. This noise is disruptive to our office. This includes times when our waiting room might be empty, as the noise is amplified in the reception area.

I UNDERSTAND AND AGREE TO ABIDE BY THE ABOVE OUTLINED OFFICE POLICIES.

Patient or Guardian Signature/Relationship

Date

Patient or Guardian – Print Name

Office staff initials