

# FIT WELLNESS CENTER - OFFICE POLICIES

## Appointments

We reserve certain hours for new chiropractic patients, re-exams and consultations typically at 9a, 11:30a, 3p & 5:30p. These appointments require more time than treating times. To help reduce your waiting time we reserve regular treatment time between 9:30-11:30a & 3:30-5:30. This helps the efficiency of the office and respect for your time.

Should you have a new condition that requires an examination or x-rays, thus more time by the provider, this appointment will need to be schedule during our Re-exam times. Please inform our front desk staff in advance in for proper scheduling.

If you are unable to make your scheduled appointment, the provider recommends scheduling to make up for the missed treatment. This will ensure your progress stays on track without a gap in treatment, which may reduce progression and relapse may occur.

**Missed appointments will be charged a no show fee if there no 24 hour notice given.** This fee is \$30 if you cancel the day of your appointment or do not show up. We kindly ask that you call 24 hours ahead to reschedule your appointment.

Please arrive at least 6 minutes prior to scheduled massage time, for optimum relaxation. If you are late you will still receive the remainder of your scheduled appointment time.

## Treatment

It is our goal to give you the best possible care. We offer Pain Relief Care, Corrective Care, & Maintenance Care. We always let you decide which type of care you are willing to follow. That way we can help you reach YOUR goals.

Maintenance programs will be recommended after the desired results have been achieved. Maintenance can help prevent your treatment from relapsing & help keep your performance level.

If at anytime during your treatment program you decide to drop out of care or lower your appointment frequency considerably, we ask that you meet with the provider during a re-exam time. This allows us to update your file and document your current physical state by giving you an evaluation so you can be aware of what you can do on your own and where you are leaving off in your treatment. This will be most helpful to you if you have future injuries such as an auto accident. You would have a starting point for comparison for future care.

## Payment

Payments will be collected at the time services are rendered. However, if you are on a treatment plan that requires a regular schedule, we will schedule your appointments in advance, including your re-exam. Re-exams are designed to show how much progress has been made and future recommendations. To reduce unnecessary wait time and to reduce costs to you, we ask that all payment be made in advance for treatment plans.

## Insurance

If you are relying on insurance to pay for your treatment, please note: **Insurance companies do not guarantee payment.** Therefore, you are the primary one responsible to make sure payment is made either by your insurance company or you. As a courtesy we will contact your insurance company to verify your benefits. However, this does not guarantee that the information we receive from your insurance company is accurate, nor does this guarantee payment.

If your insurance company has a managed care system in place, this may reduce your benefits and additional paperwork may be required. The managed care company will decide how much treatment they will authorize for use. Please keep in mind that most insurance companies will only pay for "sick" care not "well" care. (ie If you have progressed to a maintenance program, most insurance companies will not pay for your maintenance visits. You are responsible for your payment. Denials by your insurance company may occur. If this happens we may ask you to contact your insurance company to resolve this matter. All contractual agreements are between you and your insurance company.

***I understand these policies and will adhere to them to improve my health& my overall lifestyle.***

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Fit Wellness Staff signature: \_\_\_\_\_