

## SPORTS & SPINAL WELLNESS CENTER OFFICE POLICY

Welcome to Sports & Spinal Wellness Center! We are dedicated to providing you exceptional care and are excited to be able to accept you as a new patient. To ensure your experience here goes as smoothly as possible, we have outlined our policies and procedures.

### ARRIVAL PROCEDURES

- Please turn cell phones and electronic devices off or to vibrate.
- Remove and hang your coat in the waiting area. Remember to remove and secure any jewelry worn on the ears and neck, belts, and anything in your pockets.
- Let the front desk staff know of your arrival, if you have not already received a warm welcome.

### SCHEDULING

- We require 24 hours notice before the cancellation of any service. Failure to do so will result in a \$25 charge for your appointment.
- Your scheduled treatment time with the doctor will be 10 minutes. If you receive additional therapies allow 20-30 minutes for your visit.
- If you have a new injury, are scheduling exercises, need more than 10 minutes with the doctor, need to be re-evaluated, or have multiple injuries you **MUST** let the front desk staff know when scheduling the appointment so additional time can be allotted. There may be additional charges associated with this classification of service.
- For your convenience we offer multiple appointment booking. We recommend you schedule at least two weeks in advance to secure preferred times for yourself.
- If you arrive more than 10 minutes late, please expect delays while we work you back into the schedule.

### CHECK OUT PROCEDURES

- Hand your folder to the front desk staff in order to check out.

### OUR CANCELLATION POLICY

In order to better serve all patients, we ask that you arrive as close to your appointment time as possible. We do understand that unavoidable events happen, such as illness or traffic, but it is our desire to respect each patient's appointment time. If you know you are going to be late, please call and give us notice. If you cannot make your scheduled appointment, we require a 24 hour notice of your cancellation. Cancelling an appointment with insufficient notice prevents us from scheduling and helping other patients.

**A \$50 charge will be issued for missed New Patient appointments. A \$25 charge will be issued for all other follow-up appointments that are missed or cancelled without a 24 hour advance notice.**

### FINANCIAL POLICY

- Payments and co-pays are due at the time of service.
- The basic office visit charge includes any combination of TWO (2) of the following services: 1) spinal adjustments 2) soft tissue work to one area 3) electric muscle stimulation 4) heat/cold application
- An additional charge will be assessed for more intensive services such as: 1) laser 2) taping 3) extremity adjustments 4) exercise sessions 5) ultrasound 6) Graston Technique or Cupping performed on more than one area and 7) Manual Myofascial Release applied to more than one area.
- If your insurance company denies payment for a service, you will be invoiced and held responsible for the amount due.

**I, the undersigned, understand and agree to the above policies.**

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date