

## Office Guidelines and Policies

Welcome! Please take the time to review the following office guidelines and policies so that we may better serve you. This information outlines our terms for providing service and will help clarify any questions you may have before making an appointment.

### Preparation Guidelines

Prior to your initial visit you may want to visit our website to learn more about chiropractic, what to expect on your first visit, to learn more about the doctor, and to find answers to some frequently asked questions. [www.dchealthchiropractic.com](http://www.dchealthchiropractic.com)

### Medical Records

If applicable, please bring copies of your latest laboratory and imaging (x-ray, MRI, CT) reports on the day of your initial exam. Make copies for yourself if needed beforehand, as the copies we get from you will become part of our records. If your doctor requires an "Authorization to Release Medical Records" form please contact our office and we will provide one for you. Often your laboratory and imaging reports can be faxed to you.

### Fees

Our goal is to provide you with the best personalized health care at an affordable price. To this end we have a few different payment options. Our office does accept medical insurance as an in-network provider and out-of-network provider depending on the insurance company. We are happy to bill your insurance directly. After contacting your insurance company we can give you the specifics of what portion of your bill will be paid by your insurance company and what portion will need to be paid directly by you.

Another option for you is to pay for each visit at the time services are rendered. If you select this option we will provide you with a receipt that you can submit to your insurance company to seek reimbursement. By doing this we can offer you a substantially discounted rate (roughly 30% off our normal fees) because we do not have to handle the overhead of insurance billing. In addition to the 30% discount up front, your insurance company will reimburse you for some or all of your out-of-pocket expenses (contact your insurance company for details specific to your policy).

If you choose to pay at the time of service our average fees for an initial evaluation (ranging from 45 to 90 minutes with the doctor) are from \$72 to \$115 before the time of service discount. Follow-up visits are billed per the fee schedule below.

We do accept Medicare as a Participating Provider. This means that we will collect only your co-pay at the time of service and then bill Medicare for the remaining balance.

Description	Full Price	Time of Service	Time of Service Discount
Adjustment, spinal 1-2 regions	\$50.00	\$35.00	30%
Adjustment, spinal 3-4 regions	\$64.00	\$45.00	30%
Adjustment, spinal 5 regions	\$78.00	\$55.00	30%
Adjustment, extra-spinal	\$24.00	\$17.00	30%
Mechanical traction	\$26.00	\$18.00	30%
Therapeutic exercise	\$40.00	\$28.00	30%
Manual therapies (MFR)	\$40.00	\$28.00	30%
Taping/bracing joint	\$10.00	\$7.00	30%
Hot/Cold therapy	\$10.00	\$7.00	30%

## Retail Sales

Many doctors offer supplies (glasses, crutches, creams, etc.) at their offices for the convenience of their patients. We often recommend nutritional support products such as vitamins, minerals, enzymes, botanicals, antioxidants, and other natural remedies. Although we suggest commercial products (health food stores, online, etc.), most are recommended from our office for several reasons. Years of clinical experience show that most commercial products are poor quality, in spite of the label claims. We carefully select 'professional grade' products not sold directly to the public, from various reputable manufacturers. The costs of these products, if needed, are not included in the evaluation or consultation fees. No patient is required to purchase products from our office, however if you choose to purchase OTC products of lesser quality, you should not be surprised if you obtain sub-optimal results.

## Return Policy

Product returns must be made within thirty (30) days of purchase. Un-opened products (supplements and/or orthopedic supports/supplies) that are returned within 30 days will be given a full refund. All supplement returns must be unopened and sealed inside original packaging. Opened supplements may NOT be returned. Opened orthopedic supports/supplies may be returned within 30 days for a 75% refund of the purchase price. Defective products may be returned for a full refund within 90 days of the purchase date.

*No refunds are offered on services rendered.*

## No-Show & Cancellation Policy

We commit our best resources available to your appointments. Therefore, we ask that you please provide at least a 24-hour cancellation notice on all appointments. We reserve the right to bill the full fee of the appointment for those who do not provide notice of cancellation. If there is any question of the time of your next appointment please call our office and we will be happy to inform you of the exact time.