

## OFFICE POLICY AND PROCEDURES

The doctor and staff are very pleased that you have chosen us for your health care needs. The following is a list of our procedures and office policies that will help you get better acquainted with us. If you have any questions, please speak to one of our staff members.

### Appointments

Multiple appointments will be scheduled to secure the most convenient times for you, as well as allow you to plan around your committed schedule of care.

Always sign in at the front desk as soon as you come in. We make every attempt to stay on time with our appointments, however it is the nature of the business to have emergencies from time to time. Please realize if you are ever in need of immediate care or require unexpected additional time, we will attempt to accommodate you. If you are late, we will make every attempt to fit you in, but realize you may have to reschedule as it is unfair to those patients who follow you.

Please remember to wear loose-fitting clothes. Upon entering the room, please turn off all cell phones and pagers, empty your pockets into the proper container, and remove shoes, jewelry, watch, and earrings.

If you know you will not be able to keep your scheduled appointment, please notify us at least 24 hours in advance. You will not be charged for a missed appointment, unless you miss/cancel 3 consecutive appointments. In that case you will be charged \$25. Please remember if you miss your appointment time, another patient could have received care. In this case, you lose, the other patient loses, and the clinic loses.

If you must reschedule an appointment for any reason, that appointment must be made up within a 7 day period so that your program of care will not be interrupted. There are specific reasons for the frequency and duration of your treatment program.

If you have not been in the office for over 6 months, or have a new area of complaint, you will need to undergo an update reexam before receiving any treatment.

### Health Class

All patients are required to attend the health care class entitled **How To Stay Young The First 100 Years**. Please be sure to register at the front desk before your third appointment. The purpose of this requirement is to make you aware of some essential concepts that will dramatically improve your healing and progress, and make you realize your responsibility in your own health care. Patients that attend this class respond faster because they also learn how they can become an advocate for their personal health. It is highly recommended to bring a spouse or other family member as well. This is also an excellent opportunity to bring someone contemplating chiropractic care.