

## EASTLAND CHIROPRACTIC & WELLNESS CENTER OFFICE POLICY

The following is an explanation of our clinic policies. We will be happy to answer any questions you may have regarding our policies, your account or insurance coverage.

**No Charge Consultation** – Eastland Chiropractic Center will do a special “no charge” consultation, or brief conference, with anyone interested in finding out if chiropractic can help him or her with their individual problem. There is no charge or obligation in connection with this appointment.

**Patient Payment Policy** – We feel the patient’s health needs are paramount. Therefore, the following payment policy is an attempt to allow you, the patient, to receive the care you need and clear your balance with the least amount of difficulty.

**Established Patient Care Services** – Patients under care are required to make regular payments on all unpaid balances, except for properly documented worker’s compensation or auto injury claims. Payments need to be paid weekly, bi-weekly, or monthly depending on your arrangements. We reserve the right to charge one percent interest on all account balances over 60 days.

Because we arrange a payment plan for all of our patients, we do not send out monthly statements. Please feel free, however, to ask our receptionist for a print out of your charges at anytime to review, or simply contact our insurance department for any questions you may have. By not sending out costly monthly statements and putting our patients on affordable payment plans, we are able to pass on cost-effective care to you.

**Our Policy on Health Insurance** – Your health insurance is a contract between you and your insurance carrier. I understand that I am totally responsible for all services rendered at Eastland Chiropractic and Wellness Center, even if my insurance company denies payment for any reason whatsoever.

**Appointments** – In order to better serve our patients we ask that you call if you are unable to make your appointment or if you will be late. Your appointment time is reserved for you. If you fail to notify the office, it leaves a time slot open that could be used to help someone else. Please help us help others.

**Radiology** – In the interest of better serving our patients, we send all x-rays to a licensed radiologist for review. We have negotiated a special rate of \$25.00 for this service, which is a significant savings over standard fees. This fee will be added to your account.

**Emergency** – We have an answering machine on our main number 662-8418 24 hrs a day and will return all calls as soon as we are able. If you are having an emergency that will not wait until the office opens, please call 911 and/or go to one of our local emergency rooms.

**Questions & Answers** – Your questions about any aspect of your care or account are invited. Please feel free to ask your doctor or any available staff member. We will make every effort to answer your inquiries.

I have read the Eastland Chiropractic & Wellness Center Policies and will honor them.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date