

# A Note Regarding Financial Policies

## What am I responsible for paying?

(initial) \_\_\_\_\_

All professional fees are due at the time services are rendered despite medical insurance coverage. You will be provided a receipt for all services and products rendered to submit to your insurance company. Payment for any herbal or nutritional products or supplies are payable upon receipt or before any orders are placed. Once products are prepared or ordered they are non-refundable. Coverage for herbal and/or nutritional products by insurance is usually not available or limited by most insurance companies. Any reimbursement from your insurance company received by our office for your care is applied toward any outstanding balance. Any credit balance remaining can remain on account or be refunded back to you within 2 weeks.

## Why do I need to have a credit card or check on file?

(initial) \_\_\_\_\_

We do not bill patients. Our policy is that a patient will not have a cash personal balance owing. To help keep our fees low by avoiding billing costs and to increase time efficiency, all monies prepaid for our services are held in escrow until the service or product is received. If payment for professional fees is not paid in full on the day of service, the credit card or check will be automatically charged on the next business day to avoid a personal balance owed unless prior financial arrangements have been made with our office. If funds are unavailable when due, all further services will be suspended until balance is paid.

## Why do I need to prepay for services in the office?

(initial) \_\_\_\_\_

There are three main reasons why the office utilizes prepayment for services. First, it saves the patient money. Prepayment allows the front desk assistant to complete other tasks other than handling and collecting for fees at the end of each patient visit. In this way, less staff is necessary reducing the overhead of the practice and keeping your fees low. Secondly, prepayment ensures that you get the care that you need. When you schedule your appointment, you are scheduling the physicians time. Since we reserve this time only for you and do not double or triple book appointments as is common in other offices, you are assured in getting the care that you need. Thirdly, if you cannot keep your appointment and provide at least a 24-hour notice to the office your appointment is 100% refundable.

## What if I miss an appointment?

The physician will have set up a specific course of treatment for you. A certain number of treatments in a given period of time are necessary for us to get the results we both desire. Thus, we ask that you follow the guidelines below.

If you need to change the time of your appointment, plan to come in another time on the same day.

If the same day is not possible, be sure to make up the missed appointment at the earliest time possible in that week to avoid relapses or setbacks in care.

If you miss / cancel an appointment without a minimum of 24 Business Hours notice, the FULL fee for services missed will be charged for that day. (initials) \_\_\_\_\_

I have read the above and I understand and accept these policies.

\_\_\_\_\_  
Patient's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient's Name

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