

# Patient Policies

1. Patient must sign in at every visit.
2. Indicate on the S.O.A.P. note how you are feeling today and let us know of any new problems you have. *Don't forget name, date, and date of birth.* Do not leave anything blank.
3. Lie face down on the adjustment table. The reason we request that you do this is to relax. When you are relaxed, you receive a better adjustment.
4. REMINDER: If the doctor comes in to the adjustment room and the S.O.A.P. note is not filled out completely or you are not lying face down, the doctor will have you do this while moving on to the next patient.
5. To hold your preferred appointment time, we request all appointments be prescheduled.
6. All new injuries & concerns, re-exams, and consultations are to be discussed during extended hours not at your preferred appointment time.
  - Preferred hours (*adjustment only*): 8:30-10:30; 3:30-5:30
  - Extended hours (*new problems, re-exams, consultations, new patients*): 10:30-12 &/or 2:30-3:30
7. Your results are obtained based on the number of visits per week, not per month. Therefore, it is vital to hold to your treatment plan schedule. If an emergency arises and you are unable to make your appointment, we ask you to notify us as soon as possible. If you are prescheduled and miss three appointments in a row, you will be charged a missed appointment fee and all future appointments will be removed.
8. Payment is expected on the date of service unless you have an arranged payment plan with Healthcare Patient Solutions. If insurance does not pay after your visit has been filed, you have 30 days to pursue the claim *with your insurance company*. You will need to contact them.

Sign & Date

---