

SpinaCare Chiropractic & Massage

26832 Maple Valley Hwy – Maple Valley WA 98038 - Phone 425-432-9001 – Fax 425-432-0838

Office Policy

The following is an explanation of our clinic policy. We believe that a clear definition of our office policy will allow us both to concentrate on the big issue-regaining and maintaining your health. We will be happy to answer any questions you have regarding our policy, your account, or your insurance coverage.

Payments

At SpinaCare, your health care needs are our primary concern. We do not want finances to get in the way of you getting the health care you need. Policies are in place in an attempt to assist you in meeting your financial obligations without increasing stress in your life.

- 100% of the first visit charges are due on the first day unless other payment arrangements have been made.
- Monthly payments are required on all unpaid balances. Payment plans are available and can be set up on a monthly basis.
- There will be a 1% monthly finance charge added to all balances after 60 days.
- There will be a \$25.00 charge on all returned checks.
- You will receive a statement once each month with all your charges itemized. Please retain this copy for your records (taxes, etc.)

Insurance Coverage

Most insurance policies now cover chiropractic care. We will be happy to file your primary insurance forms for you and do everything we can to ensure your proper reimbursement.

X-rays

We will release your X-rays to another doctor after you sign a release/transfer form and your account has been addressed, unless you have been referred for a consultation. We need 48 hours notice to enable us to mail your X-rays in time for your appointment.

Appointments

In order to better serve our patients, we ask that you call if unable to make an appointment, or if you will be late. Your appointment time is reserved for you. When you fail to notify our office, this leaves a time slot open that could otherwise be filled to help someone else. Please help us help others.

Referrals

If you move from our area, we will be glad to refer you to another chiropractor. We will forward your X-rays and records after you sign a release/transfer, and your account has been paid in full or financial arrangements have been made.

Release and Wellness

If you release yourself from our care before the doctor feels your condition is stabilized, your account will be due payable in full unless financial arrangements have been made.

I have read and understand SpinaCare office policies and I will honor them.

Date

Signature