

Alternative Health Care Center Office Policies

1. Please sign in when you arrive at the clinic.
 2. A staff member will call your name when it is your turn to see the doctor, and escort you to the designated treatment room.
 3. When you are in the assigned adjustment room, please lie down on the adjusting table. Face down for chiropractic and face up for nutrition.
 4. It is the policy of the clinic for the doctors to treat patients in tandem, as all our doctors are specialists in different fields. This method has proven to be most beneficial to our patients. The staff will schedule you with the appropriate doctor.
 5. If for any reason you **must** miss a scheduled appointment, a courtesy phone call to our office is required. **Please call to cancel your appointment as early as possible so your slot may be filled with another patient and reschedule your appointment during this phone call.**
A \$25 missed appointment fee may be imposed if proper notification is not given.
 6. **PARKING** – Parking is available on the south side of the building and behind the building on the west side. The first row of cars, by the building, belong to staff members (so you will usually not be blocking anyone from leaving by parking behind them).
However, if you are here for a massage be sure you are not blocking in any staff members, as massage hours are different than office hours. If the first slot by the building is open, please do not pull all the way forward, or you will be blocked by someone else. **Please make sure your tires are not touching the sidewalk,** as this is a parking violation, and you will likely be ticketed.
There is also metered parking on the street in front of the building and the side street next to the building. Change for the meter is available at the front desk
1. **Full payment is due at the time of service** unless other arrangements have been made. Payment plans are available
 2. **Nutritional supplements must always be paid for on the day they are received.**
 3. We accept cash, checks, Visa, and Mastercard

REGARDING INSURANCE

We may accept assignment of insurance benefits. However, we require the bill to be paid at the time of service if you have no insurance. The balance is your responsibility, whether your insurance company pays or not. Your insurance policy is a contract between you and your insurance company. Please be aware that some or perhaps all of the services provided may be non-covered services and not considered reasonable or necessary under your medical insurance, or Medicare.

PLEASE NOTE: (If insurance applies)

Our practice is committed to providing the best treatment for our patients, and we charge what is usual and customary for our area. You are responsible for payment of any insurance company's arbitrary determination of "usual and customary" rates.

If you have any questions, please ask a doctor or staff member –

Our doctors are committed to public education. They conduct workshops and seminars for businesses, schools, groups, and organizations. There is no charge for this service. If you would like the doctor to speak at your place of business, or to your organization, please talk to one of our staff members.