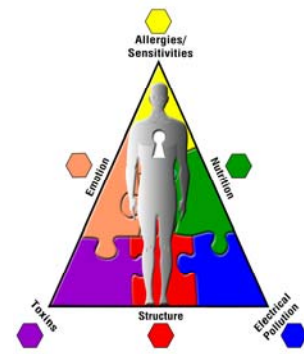


TOWNSEND

Chiropractic and Wellness Center, PC
And Holistic Healthcare Services

"Completing the Puzzle for Optimal Health"



OUR PRACTICE POLICIES

Welcome to our office! We thank you for selecting us to serve your needs. Our entire staff is a team dedicated to providing the highest quality medical care and service to our patients. We take great pride in each staff member's training and capabilities.

So that we might all enjoy a smooth working relationship, we ask you to take a couple of minutes to read over our practice policies. If you have any questions, please do not hesitate to direct your questions to our Office Manager. She will be most happy to address your concerns.

Thank you, and once again, welcome!

REGULAR VISITS

Regular follow-up preventive care is very important in maintaining long lasting health. We, therefore, encourage our patients to adhere to the recommended visits. We will advise you when it is time for your next visit, and help you with appointments that best suit you and your busy schedule.

APPOINTMENTS

We strive to keep our patients' "waiting time" to a minimum, as we recognize that your time is valuable. Therefore, appointed patients are given first priority. We consider an appointment made to be an agreement and commitment between our office and our patients, and we rely on our fine patients to abide by that agreement.

If you are not able to keep an appointment, please phone our office within 24 hours (or at first opportunity). This will enable us to help you with another appointment, and to fill your slot with another patient in need.

EMERGENCIES

As Emergencies do arise, we ask your patience and understanding in the event of our having to place an emergency patient in front of, or into your appointment slot. We will try to inform you of any changes necessary ahead of time, if at all possible.

If you have an emergency, please call the office right away and we will do everything possible to get you in at the earliest opportunity.

FINANCIAL ARRANGEMENTS

During your first visit, our staff will meet with you and go over the financial policies of our office. They will arrange the most suitable method of payment for your care. You will be able to direct any inquiries about your account, and they will be most happy to assist you.

Payment is required on day of service.

INSURANCE

As a courtesy to our patients, we do take care most insurance billing. We ask that you assign your insurance benefits to this office. It is a legal requirement to have the patient pay the co-pay portion at the time of service. Should a problem arise with your insurance payments, we will do the best we can to resolve the matter with your insurance company, and if necessary we will request that you contact your insurance company to assist with the resolution of any problems.

If your insurance company has not made payment within 90 days of billing, the balance will then become the responsibility of the patient. Please remember that insurance is an agreement between the insured and the insurer. Therefore, if any problem arises with the carrier, we will ask that you handle it with the insurance company. Our office will provide your insurance company with any additional information which may become necessary for resolution.

We appreciate having you as a patient in our practice. We will do everything possible to deliver the highest quality care in a safe and comfortable environment. Service is our watchword.

Please do not hesitate to ask any questions you have about our services and office policies. And, if you are satisfied with our office and the service you receive, please feel free to tell a friend. We welcome new patients, and appreciate it when our patients refer their friends and family to us.

Very sincerely,

Dr. Townsend and Staff

Signature

Date

