

Hartwell Chiropractic & Wellness Center

Jeffrey D. Hartwell, D.C. ♦ Dain P Cason, D.C.

Andrew L. Patterson, D.C. ♦ Jeff Zelasko, D.C. ♦ Julie Moore, LAc
170 N.W. 2nd Avenue ♦ Canby, Oregon, 97013 ♦ Phone (503) 266-2997
Fax: (503) 263-2997 ♦ Website: www.HartwellChiropractic.com

2018 Financial Policies & Missed Appointment Fees

Financial Agreement

When you are completing your new patient paperwork here, there are statements on the Confidential Patient Information that state: "Although we are billing insurance companies if applicable, we hold you responsible for your account." By signing this you agree with this: "I understand that I am ultimately responsible for all charges whether or not paid by insurance and agree to pay such charges for services rendered. I hereby authorize the doctor to release all information to secure payment of benefits."

Once you have become an established patient, we exercise a "**Missed Appointment Fee**" should you NOT arrive for your scheduled time. **We have a 24 hour cancellation policy.** Please call 24 hours before your scheduled time or you will incur a missed appointment fee. Our voicemail is on 24 hours a day, 7 days a week so you may cancel as soon as you are aware you will not be arriving to your appointment. We understand emergencies such as illness, deaths, car accidents, and weather issues (ice & snow happen). We will have flexibility for these types of situations.

The fees are as follows:

- Missed Doctor Appointment: \$25
- Missed 30 minute massage: \$25
- Missed 45 minute massage: \$30
- Missed 60 minute massage: \$35
- Missed Acupuncture appointment: \$35

These fees are **patient responsibility**. These fees are not paid by insurance companies. If you have accumulated 3 missed appointment fees without payment, we will not accept future appointments with you until the balance is paid in full.

This portion applies to patients with personal health insurance:

Dear Patient

As a courtesy to you, we diligently get as much complete information for you as we can from your insurance company regarding your specific plan before your visit here. This effort is an attempt to not have any "surprise" balances due from you after insurance processes the bill.

It is very difficult to get a complete benefit picture at this time with all the healthcare changes. Every benefit quote we get states, "a quote of benefits does not guarantee payment." Just because we bill your insurance company, does not guarantee that your plan will pay what was verbally quoted to us. We work very hard to bill your insurance correctly and timely for the most positive result. Please be familiar with your insurance plan yourself as it will help you with your scheduling and payment needs.

If your plan requires you to meet a deductible or pay a copay or co-insurance, we will collect that the day of your visit.

**Thank you very much for your understanding.
The Hartwell Chiropractic Billing Dept.**

Patient Signature

Patient Name

Date