

Patient Expectations and Office Policy

1. At Pecan Country Chiropractic, our number one goal is to provide exceptional care to our patients in effort to achieve optimal results beyond just symptomatic relief to improve their health and wellbeing. To do so, it is necessary for the doctor to perform examinations and/or x-rays as needed to ensure proper alignment of spinal structure, update the patient's file, and adapt adjusting technique, if necessary, to accommodate an individual patient's needs. This also includes periodic re-examinations and/or x-rays if necessary.
2. A patient is responsible for paying at time of service unless other payment arrangements have been agreed upon prior to service being rendered. A patient is expected to pay off any previous balances, or at least make a payment towards any previous balances, before any new services are rendered.
3. We ask that any and all required paperwork be completed prior to the patient's appointment time, especially on the initial new patient appointment. Having all paperwork completed on time will help prevent any delays in the patient's and other patient's appointment times.
4. A patient is expected to update their personal and/or insurance information as soon as possible if there are any changes. Failure to update our records could affect payment of services from insurance companies. The patient would then be responsible for payment of those services.
5. We will open our doors 5 minutes prior to opening times listed on our door to allow patients to come in to the clinic and wait to be seen. The doctor and staff meet daily in the morning at 7:45 AM to prepare for the day's appointments, review the day's schedule and discuss individual patient needs for that day.
6. Please arrive on time to your scheduled appointment. Any patient that is more than 10 minutes late may have to be rescheduled for another time/day depending upon availability. If a patient starts becoming habitually late, this will result in forfeiture of future appointment times.
7. We ask that patient's call us as soon as possible if they need to reschedule their appointment to allow us an opportunity to schedule another patient if possible. If a patient starts to habitually reschedule their appointments, especially last minute, could result in forfeiture of future appointment times.
8. A patient that does not show up for their appointment and fails to call in to reschedule/cancel their appointment will be charged a \$25 No call/No Show fee. We will not overbook our schedule to allow adequate time with the doctor for each patient. We ask that our patients are considerate of other patients' needs. A missed appointment could be utilized by other patients in need if the staff is informed prior to a patient missing/cancelling their appointment. We understand that unforeseen events may occur

that would prevent patient from making their appointment i.e. family emergency, severe illness, death in family. The decision to impose a fee to a patient is solely up to the discretion of the staff and will be considered on a case by case basis. If a patient starts to habitually no call/no show for their appointments, will result in forfeiture of all future appointments to open the schedule for other patients and to avoid additional fees for subsequent no call/no show appointments.

9. We appreciate patients who show up early for their appointment. We will do our very best to see the patient as soon as possible, as long as it does not interfere with other scheduled appointments. Ultimately, we will see patients according to their scheduled appointment times.
10. Patients are expected to follow their prescribed treatment plan as instructed by the doctor. Failure to follow prescribed treatment plan will interfere with the doctor's ability to obtain the desired results. If a patient needs to cancel an appointment due to an unforeseen event, they are expected to make up this missed appointment as soon as possible within the same week to stay on track with the treatment plan. Office staff does not have the authority to alter the doctor's prescribed treatment plan for any patient.
11. A patient that becomes ill is encouraged to keep their appointment, if possible, to improve the patient's immune response and prevent regression of patient's initial complaints. If it is not safe for a patient to travel to our clinic due to illness, please call and inform the staff of the situation as soon as possible.
12. Our call/text/email reminder system is a complimentary service we offer to our patients. Like most technological services, issues can occur from time to time that may result in a patient not receiving their routine reminder call/text/email. A patient is responsible for remembering their scheduled appointment days/times in case of any errors occur with our reminder system. If you do not wish to receive complimentary reminders, please inform the staff so that the appropriate settings can be changed to your account.
13. Please do not hold conversations on cell phones while in the office. We ask our patients to step outside to take any calls that must be taken. We ask that no cell phones be used while with the doctor or while receiving therapy.
14. A patient that has not been seen in the office for over 3 months will have a re-evaluation performed on their next visit. New x-rays maybe necessary to render appropriate care to the patient and will be based on medical necessity. A patient that has not been seen in our office for over 1 year will be considered a "New Patient" and will be required to fill out new paperwork, receive consultation, examination and possibly x-rays depending upon medical necessity.
15. It is important that any new accidents or injuries experienced by the patient since their last treatment at Pecan Country Chiropractic be disclosed to the doctor before any services are rendered to ensure patient safety and prevent further injury. It may be necessary to perform an evaluation and/or x-rays depending upon medical necessity of new accidents or injuries and therefore may result in rescheduling the appointment to a different time/day to avoid interfering with other patients' scheduled appointments.
16. Once a patient has established care with Pecan Country Chiropractic, we prefer patients make any and all future appointments as possible, especially if a specific time/day is

desired. As we continue to grow, it is becoming increasingly difficult to accommodate call-ins/walk-ins into our busy schedule. We will do our very best to accommodate patient call-ins/walk-ins, but can only be done if it does not interfere with other patients' scheduled appointments. Please indicate to the front desk if the call-in appointment is due to a flareup and/or new accident, injury or symptom so that we can reserve the necessary time for the doctor to treat the patient. Call-ins/walk-ins will be seen after all previously scheduled appointments are completed at that time slot.

17. "Emergency Visits" are available but will have an additional fee added to any services rendered during the emergency visit. An "Emergency Visit" is considered any visit with a patient requesting immediate attention that cannot be accommodated during the normal business hours due to schedule or doctor availability. These visits generally are scheduled with patient during lunch hours, before opening, after closing or on weekends or holidays. The emergency fee for an established patient is \$50. The emergency fee for any new patient is \$100.
18. Any closures of the clinic during normal business hours will be posted on our front door as soon as possible. Any closures due to weather or other emergency situations will be posted on our Facebook page, www.facebook.com/pecancountrychiropractic. If it is not safe for a patient to travel to our clinic due to weather or emergency situations, please call and inform the staff of the situation as soon as possible.
19. In the rare event that the doctor must reschedule patients due to unforeseen circumstances, all efforts will be made to contact each scheduled patient via call, text, email to inform them of the issue and to reschedule the patient as soon as possible. We apologize in advance if this should occur.
20. We do not allow anyone to make appointments for other patients, including family members, unless the family member is under the age of 18. Only the legal guardian of persons under the age of 18 can make such appointments. No Call/No Show fees will still be issued to underage patients if they fail to show up to their appointment without contacting Pecan Country Chiropractic prior to the missed appointment.
21. Due to HIPAA laws, we can not divulge any information of a patient to anyone, including spouses, who are not the legal guardian or caregiver to that patient without written consent. This includes appointment times, patient progress or diagnosed conditions.
22. A fee may be associated with any requests that fall outside of the normal course of treatment. This may include, but is not limited to, requesting a copy of documentation, reports or notes, requesting films on CD, requesting the completion of documentation required by employer and/or insurance provider, etc.
23. All sales of supplements, supplies, equipment, and other items are final.
24. Any changes made to the "Patient Expectations and Office Policy" will be posted at the front desk and will be enforced immediately.

We appreciate your understanding and cooperation and look forward to helping you with your health care needs.