

GREENSPAN CHIROPRACTORS

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

No Charge Consultation

Greenspan Chiropractors will do a special "no charge" consultation or brief conference with anyone interested in finding out if chiropractic can help them with their individual health problem. There is no charge or obligation in connection with this appointment.

Payment Policy

We take great pride in the fact that we offer you quality services at a reasonable cost. We strive to offer a selection of payment options in order for every patient and their family to be able to benefit from the natural healing power of chiropractic care.

Health Insurance

Today most insurance policies do cover chiropractic care. We will be happy to file your primary insurance claim for you two times. After that, it will be your responsibility to collect from your insurance company. We will do everything we can to insure you receive proper reimbursement; however, we cannot take responsibility for what your health insurance will or will not cover. Due to the high administrative costs, we no longer file secondary insurances EXCEPT for Medicare, Medicaid and BCBS of North Carolina.

Established Patient Care Services

Patients under care are required to make regular payments on all unpaid balances, except for properly documented Worker's Compensation or auto accident claims. Payments need to be paid weekly, semi-monthly or monthly depending on your arrangements. We do reserve the right to charge 1% interest on all account balances over sixty days that are not current on payment plans.

You will receive a monthly statement with all of your current monthly charges itemized. Please review these and retain them for your records (taxes, etc.).

Preferred Treatment Times

In order to better serve our patients, we ask that you call if you are unable to make your preferred treatment time or if you will be late. Your appointment time is reserved for you. If you fail to notify our office, it leaves a time slot open that could be used to help someone else. Please help us help others. There is a \$12.00 charge for missed appointments if you do not notify us.

If a new problem develops or you require a special consultation or diet and exercise consultations, you should call and schedule a special appointment time so that we can confirm that more time can be made available for you.

Preparing for Your Adjustment

Before going into the doctor's office, please remove coats and sweaters. Also, turn your pager and/or cell phone off to avoid distractions during your adjustment. As you enter the doctor's office, be sure to remove items from your pockets as well as glasses, for a comfortable adjustment.

Emergency or After Hours Calls

In case of an emergency, you may contact the office for a special appointment any time during regular office hours. If you, a friend or family member require evening or weekend assistance, you may call the clinic at (828)669-5314 for a message where the doctor can be reached. He will return your call as soon as he receives the message.

Questions and Answers

Your questions about any aspect of your care or account are invited. Please feel free to ask your doctor or any available staff member. We will make every effort to answer your inquiries.

Returned Checks

There will be a \$25 returned check fee posted to your account for each returned check.

I have read the Greenspan Chiropractors Policies and will honor them.