



## Healing Hands Chiropractic

A Holistic Approach to Family Wellness

[www.HealingHandsNH.com](http://www.HealingHandsNH.com)

### *Policies for Patient, Client, & Student Conduct*

#### **Late appointments**

When you schedule an appointment, that time is reserved for you and, therefore, not available to others who are waiting for services.

If you will be late to an appointment, we request that you notify us by calling the office at (603)434-3456. If you will be more than 5 minutes late for your appointment, we will make every effort to accommodate you. However, you may be asked to reschedule your appointment.

#### **Missed appointments**

If you do not arrive for a scheduled chiropractic, massage, reiki, yoga, or meditation appointment (including a group class), and do not contact the office more than 24 hours prior to your scheduled appointment time, you may be charged a fee for the missed appointment.

In the unlikely event that a patient, client, or student misses or cancels three or more consecutive appointments, this could result in dismissal from our practice. Please contact the office and we will supply you with information on obtaining your medical records and refer you to another care provider.

#### **Cancelling appointments**

Email confirmations are considered a courtesy. If you need to cancel/reschedule your appointment you may do so by online via Lattiss more than 24 hours of your scheduled appointment time or by calling our office at 603-434-3456. Cancellations via email will not be considered cancellations and may be subject to a fee for the missed appointment.

#### **Payment**

Insurance information, if applicable, must be received prior to your scheduled appointment. It is the patient's responsibility to verify insurance coverage prior to the start of care.

Payment is required at the time of service for all massage and reiki clients, all yoga and meditation students, and for chiropractic patients whose visits will not be submitted to insurance. Co-pays and referrals (if required by your insurance) must be received at each visit, or you may be asked to reschedule your appointment. Co-pays are due at the time of service, as per your insurance guidelines.

#### **Discount Plans**

Plans for multiple visits in any one modality may be purchased at a discounted rate. Payment for all health investment plans is non-refundable with few exceptions. If your situation does warrant a refund, any and all used appointments on the investment plan are rated at the per diem price.

I hereby acknowledge that I have received a copy of Healing Hands Chiropractic's *Policies for Patient, Client, and Student Conduct*. I have been afforded the opportunity to read these policies and to ask any questions I may have pertaining to them. I understand these policies and will abide by these guidelines.

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Signature

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Date

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Name (please print)