

OFFICE POLICY

Welcome to the offices of Yajima Chiropractic & Wellness. Dr. Yajima and his entire staff are dedicated to providing you with the finest in chiropractic healthcare. Please take a moment to acquaint yourself with our office policies. These policies are designed to enhance your doctor/patient relationship.

APPOINTMENTS: For your convenience, patients are seen on an appointment basis. We respect that your time is valuable. Kindly give 24 hour advance notice whenever possible if you must reschedule or cancel an appointment. If you do not call to reschedule or cancel prior to your scheduled appointment, you may be billed for the scheduled treatment. Leaving a message is acceptable.

WALK-INS: We do our best to accommodate those in acute pain. However, please do not abuse this service.

LATE PATIENTS: If you come in after your appointment time, you may have to wait for an opening.

AFTER HOURS: Dr. Yajima may be available for treatment after hours with a fee of \$50.00 in addition to cost of services rendered. Please leave a message at the office number as Dr. Yajima checks messages regularly. Please respect the doctor's private time and do not contact him at home unless it is an absolute emergency.

FINANCIAL ARRANGEMENTS: Payment for care is due at the time of service on a cash basis. Exceptions must be agreed upon in writing prior to treatment. Cash, checks, VISA or MasterCard are accepted.

INSURANCE: We are members of several insurance panels and may have arrangements with your carrier. Copays and deductibles are paid at the time of services after benefits are determined. Until insurance benefits are verified by our staff, you are considered a cash patient. If we are unable to obtain reliable information from your carrier, we cannot take assignment on your insurance; however we will be happy to provide itemized bills for submission to your insurance carrier. Acceptance of assignments is a courtesy representing a 60-day line of credit. You must understand and agree that health insurance policies are an agreement between the insurance carrier and yourself. You may be asked to direct insurance and financial inquiries to the billing department, not the doctor.

FORMS: Forms or paperwork requiring your chart to be pulled, records reviewed, and a doctor's signature are \$20 per page. Forms or paperwork requiring review of chart, form completion, and/or narrative by the doctor are \$50 for every 10 minute increase, or part thereof, involving the doctor's time.

FAMILY/GUESTS: Unless agreed upon first, it is preferable that adult patients be examined without spouse or guests in the room. It is distracting to the doctor to have more than one person answering questions during the examination. Children are allowed to accompany patients when necessary. We prefer you to provide supervision for your child.

CHILDREN AS PATIENTS: Parents are expected to accompany children during examination. No child will be treated unless established as a patient.

NEW CONDITIONS: Please call ahead if you have a new problem when you have a regular follow-up visit scheduled. Otherwise we may not have adequate time set aside for a complex visit.

PATIENT RECORDS: We must have 24 hour notice to prepare your records for release. X-rays will be released to the patient with 24 hour notice and a signed release by the patient indicating where the records are going.

Signature: _____ **Date:** _____