



Policies & Procedures

In an effort to make East Cobb Spine and Sport Chiropractic as efficient as possible, we would like to inform you of our office policies and procedures.

Client Compliance

In this office, we measure outcomes, not pain. Dr. Bacon's and Dr. Wilkie's focus will be to adjust your subluxations, thereby removing interference and giving your body improved ability to repair and heal itself. For best results, the patient must (1) provide honest and complete medical health history and (2) follow Dr. Bacon's and/or Dr. Wilkie's instructions for care at home and frequency of return visits. The consistency with which you follow your appointment program and home care will influence your results.

Appointment Policy

We sincerely attempt to honor all appointments at the scheduled time. If you are late, you may be asked to wait for the next available appointment. If we are running behind, we will attempt to call and advise you appropriately.

Office visits are scheduled according to the individual and changing needs of the client. Your condition will require multiple appointments over the next few weeks or months: more frequently as you repair and recover, and less frequently as you maintain your stronger frame. We ask that each client adhere to the appointment program, as it is designed for your optimum health.

Certain times of day have become very popular and it may be more difficult to schedule your desired appointment time. We recommend that before leaving, you schedule your next visit with our front desk assistant.

Appointments are typically scheduled on a weekly or bi-weekly basis during your maintenance period. If three (3) weeks or more pass between your appointments, a \$60.00 reassessment rate (\$40.00 for children) will be implemented for the increased evaluation you will need for your adjustment.

Cancellations

Time is precious – to you, to Dr. Bacon, Dr. Wilkie and to all the people we serve. If you are unable to keep an appointment, please contact us to reschedule your visit so that someone else can use your appointed time. We reserve the right to charge 25.00 for missed appointments and for those cancelled without 24 hours' notice.

Electronic Check-In

Upon entering the office, please go directly to the front desk and sign in using the iPad that will be set on the counter. The last four digits of your phone number will be your personal code to use for check-in. We will make every attempt to limit your waiting time. However, we welcome you to make use of the headphones in the waiting room. Switch the power on, and enjoy the program we have selected for your continued wellness education.

New Client Consultation

New client consultations are special. During your first visit, Dr. Bacon and/or Dr. Wilkie will enlighten you about your body, especially the spine and nervous system. Because chiropractic may be new to you, it is essential to understand how chiropractic works and what is expected of you to optimize your results.



Policies & Procedures (Continued)

Dr. Bacon and/or Dr. Wilkie need to see new clients twice in the first week. For this reason, new clients are typically not scheduled on Thursday and Friday. We apologize if this causes any inconvenience; however, we feel this method of evaluation and follow up maximizes both our assessment and your results.

Referrals

We feel beyond blessed to have a 99% referral-based practice. We hope you feel cherished as part of our group and grateful to your friend or family member who recommended you to us. Your continued referrals help us to extend our special form of healing to your circle of friends and community.

Nutritional Consultations

Many of you can attest to the power of our nutritional supplement programs. Our aim is to identify the signs of weakness in the body and fill the nutritional gaps in your diet with appropriate, concentrated support. We require honesty about any medications you may be taking, and a willingness to approach your diet with open-mindedness; you may be given information you have not heard before. Nutritional consultations require a thorough evaluation, and are to be scheduled separately from chiropractic visits. Appointments are typically scheduled for Tuesday and Thursdays evenings and Fridays. Evaluation and supplement fees are exclusive of your chiropractic family plan fees. The cost of the initial evaluation is \$120.00, not including nutrient supplements, and each additional evaluation is \$60.00. Please note that nutritional consultations typically last 60 minutes. Recently purchased and unopened products can always be returned, if necessary, for a full refund.

Laboratory Testing

We encourage you to bring your recent blood test results and share with us any health concerns you have not previously discussed. Our evaluation of blood chemistry focuses on "optimal" ranges, which may give you more insight into your body's unique needs for nutritional support. In addition, we now offer hair mineral analysis tests, GI panel, and extended hormone panel tests at very reasonable fees. Please inquire if you would like to find out more.

Financial Commitment

East Cobb Spine & Sport Chiropractic provides the best chiropractic care and recommendations possible. For this care, the patient agrees to make a personal financial commitment. Payment is due for services at the time of the second visit, and at each visit thereafter, unless a prior agreement has been made for monthly or group package rates. If you choose to terminate care prior to completing a quarterly plan, all discounts initially applied to your account will be forfeited and you will be responsible for the care received at our standard individual rates (\$50/visit for adult and \$30/visit for child). Any balance upon termination will be due immediately and charged to your account.

Acknowledgement

Please sign below, indicating you have read, understand and agree to East Cobb Spine & Sport's Policies and Procedures. Please return this form with your next visit.

Printed Name _____

Signature _____

Date _____