



Office Policies

Let's clarify our expectations so we can get busy helping you and your family

COVID-19

- Our goal is to provide the best care possible in a setting in which you feel comfortable and safe.
- We clean our office regularly, tables are cleaned in between patients, doctors regularly wash or sanitize their hands.
- We have a hospital grade air filter running continuously which is effective at filtering viruses
- We ask that everyone call the office when they arrive for their appointment and we will let you know when to come in as we are limiting the number of people in the space. Unfortunately, this may mean you do have to wait outside, even for the bathroom.
- Please note: We have a ZERO TOLERANCE policy for the judgement of others. We are a healthcare facility taking care of a wide variety of different people with a wide variety of health concerns. Some people cannot wear masks, others are not comfortable without a mask. That is ok. Express your needs to us and we will do our best to meet them. If we cannot meet your needs, we will help you find another office. Our priority is that you receive the care you need.

Children

- Our office is very family friendly- by all means, bring your children, nurse/feed and change your babies, make yourself at home.
- Please help your child with the water dispenser to avoid spilling
- Please assist your child in the bathroom
- Please ask your children to respect our office space to the best of their little abilities
- Please note that our space is small and while we want you to come and be comfortable, we do need space for other incoming families too

Time

- We do our best to run on time
- That being said please understand that we take care of a lot of families and can get behind. Please allow yourself sufficient time for your appointments and tell the office staff if you have a time constraint so we can do our best to accommodate you
- If you have certain times that work well for you please schedule in advance to ensure you can have those times
- Please do NOT arrive early for your appointment and expect to be seen at that time
- Please do NOT arrive after your appointment time and expect to be seen

- We require 24 hours notice for any changes you need to make to your appointment time. We try our best to be accommodating and understand that life happens but please know that our schedule cannot be as flexible as it once was due to COVID and we often have a waiting list for busy shifts. If you cannot make your appointment we ask you let us know ASAP so that we may offer that time to someone else. If you arrive for your appointment and leave before you are seen, that is considered a missed visit. Please allow yourself sufficient time!

Money

- Payment is due at or before the time of service
- We do not work directly with insurance companies.
- We are happy to provide you with a receipt for your insurance company
- You may use your flex spending or health savings account for care in our office

Phones and Devices

- Our space is small and sound travels. It is difficult for your doctors to focus on adjusting when someone is having a phone conversation in our office.
- Please silence all electronic devices- there is to be no videos or games with sound on and please take all phone calls outside.
- DO NOT answer your phone during your adjustment.
- This helps us deliver the best care possible.

Patient or Representative

Date