

<clinic name> Patient Expectations

*We believe that a successful relationship
is built on exceeding expectations.*

What you can expect from us:

To be available when you need us: We offer convenient early morning and late afternoon appointments. If you ever have an urgent concern and need to see or speak to a doctor after hours, don't hesitate to call. An after hours phone number is available on our answering machine.

To respect your time: We are very aware that your time is important. With this in mind we've created policies and procedures to reduce your wait. We make every attempt to stay on schedule. Occasionally, someone requires more time than expected, causing us to fall behind. If ever you feel that your wait was excessive, please let us know. We will make amends.

To listen to your concerns: From your initial consultation with the doctor through your last visit you'll see that we really do listen and are eager to hear what you have to say. You will be impressed by the way we listen, communicate, educate and work as your partner in health.

To provide exceptional care: Our goal is to provide the finest chiropractic care available. We strive to provide you with the most effective techniques available to relieve your pain quickly. Our doctors are skilled, knowledgeable, and thorough. They regularly attend professional continuing education classes and are post-graduate Certified Sports Physicians. Our staff is friendly, knowledgeable and helpful. We offer a satisfaction assurance; if you ever feel that a visit did not meet your expectations, please tell us. We will resolve your concern or you won't pay for that visit. (This does not imply a guarantee of treatment success. Requests for refunds must be in writing and submitted within 24 hours of the appointment you are disputing.)

To recognize our limitations: If there is ever a time that we cannot help you or we believe that another facility may better serve you, we will tell you. We will only recommend what we sincerely believe is in your best interest.

What we expect from you:

To show up for your scheduled appointments: We request that you kindly give at least 24 hours notice if you are unable to keep a scheduled appointment.

To follow the doctors' recommendations: You may be asked to modify or limit your activity and will probably be taught stretching and strengthening exercises. To fully benefit from our care, it is very important that you follow the advice as prescribed.

To pay your bill: Insurance deductibles and co-payments are due at the time of service. For our uninsured patients, payment is due when services are rendered unless other "hardship" arrangements have been made with the office manager.

To tell others about your experience in our office: We are very grateful for your referrals and encourage you to tell others about our office. Chances are we can help them too!