



Dr. Ernest S. Cassara, Chiropractic Physician  
532 Route 70 West, Cherry Hill, NJ 08002 • P: 856-857-0018 • F: 856-857-0081 • www.drcassara.com

## Patient Guide Policies and Procedures

The following policies and procedures are designed to help you get the most out of your care in our office. It is our goal to provide you with the finest quality chiropractic care available ☺

**SCHEDULING APPOINTMENTS** - To save time on each visit, we ask that you pre-schedule your appointments at least one month in advance. We attempt to honor all appointments at the scheduled times.

**RE-SCHEDULING APPOINTMENTS** - In order to keep your progress on schedule, *rescheduled appointments must be made up within the same week. Failing to keep your appointments will increase the amount of time needed for recovery and to attain your goals.*

**BROKEN APPOINTMENTS** - If you are unable to keep an appointment for any reason, we require that you give us 24 hours notice. *Missed appointments without prior notification are subject to a \$25 charge or forfeit of pre-paid charges for the amount due.*

**FINANCIAL POLICY** - Patients who choose to have insurance contribute in their care are responsible for all deductibles, co-payments and referrals. When possible, we will verify your insurance benefits. However, the benefits quoted to us by your insurance company are not a guarantee of payment. HMO subscribers are responsible for having a referral from your PCP; if no referral is received you are responsible for the visit. Your insurance will be billed and utilized while your care is medically necessary, as per Medicare guidelines. Supportive and maintenance care is not covered by insurance and are the responsibility of the patient. Any outstanding balances and non-covered services are the responsibility of the patient and will be billed to the patient. *The patient's balance may not exceed \$65 while professional care is being rendered. All refunds will be subject to a 5% fee if a credit card was used for payment. All refunds are given by check.*

**CLEAR COMMUNICATION** –It has been shown that patients who understand what is going on with their body get better results. This is why we highly recommend all patients to ask questions regarding their care in our office. Patients who communicate achieve better results, get more out of their care and keep their results longer.

**TEAM WORK (HOME CARE)** - It is vital to work together as a team to help you get the best results possible. During your care you will be prescribed various things to do outside the office such as: Exercises, proper ergonomics, drink plenty of water, rest properly etc.. Let us know if there are any barriers to following home recommendations and we will work with you to ensure that you can get it done.

I have read the above, understand it fully and undertake chiropractic care on this basis.

**PATIENT'S SIGNATURE:** \_\_\_\_\_

**Date:** \_\_\_\_\_

As a courtesy to our patient's our office may perform the following tasks:

- ❖ Confirm appointments, via phone or text
- ❖ Send mailings (Newsletters, e-newsletters, birthday cards, workshops, announcements)
- ❖ Submit patient information to insurance companies for authorization and treatment
- ❖ Send reports to your primary doctor

Where We Treat You Like Family ☺