

KINSEI: Policies and Procedures

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Patient Needs and Questions

Your questions and concerns are important to us. Should any needs or questions arise at any time, please ask for what you need or do not fully understand.

Office Policies

The office staff will strive to meet your needs in a timely and efficient manner with open communication and prompt follow-up as needed. All office policies will be explained as necessary, and your suggestions are appreciated. We wish to continually improve, self-evaluate, and keep our eyes on the quality you deserve.

Appointments

The time scheduled with the doctor is a block of time that is set aside specifically for you. We do not double book appointments as in the majority of practices. **Please note that we reserve the right to charge for appointments cancelled or broken without 24-hour notice**, as this time could be used to serve other patients. A credit card number is kept on file and will be charged for failure to provide 24hrs notice. If you're going to be late, please call our office to let us know of your time frame and to see if the appointment is still available. We know that your time is as valuable as ours, and the doctor strives to stay on schedule. Typical sessions are 30 minutes.

X-Rays

X-rays and MRI's are typically not taken at the beginning of treatment. These tests may be in order if you: are not responding to care, are in extreme pain, have had a trauma, or if pathology/fracture is suspected.

Medical Records

To have your medical records released to another health care practitioner requires your authorization. A Patient Request for Release of Records form must be completed and signed by you. This form enables the doctor to release your records with your permission and to obtain your medical records from another healthcare provider.

Patient Financial Responsibility

Unless other arrangements have been made with the doctor, payment is due at the time services are rendered.

For your convenience, we accept cash, checks, Mastercard, Visa and CareCredit. You will be charged a fee of \$25 for insufficient check funds or failure of a credit card company to honor your charges.

Fee Schedule

Initial Visit	\$200*
Subsequent Visits	\$120 for extended 30 minute session
	\$200 for extended 1 hr session

*The initial visit is approximately one hour, and will consist of a good history, exam, along with a treatment if time permits.

Insurance

If you have health or accident insurance, please be aware that healthcare services are provided and charged to the patient, not the insurance company.

Payment is due at the time services are rendered.

Your insurance claim is not filed out, or filed by this office. We cannot accept responsibility for negotiating a disputed insurance claim or collecting your insurance claim. If your insurance company requires any additional paperwork including reports, forms, explanations, or itemization of services, a fee of \$10 will be assessed to your account for each service date requested.

You will receive a “superbill” (Attending Doctor’s Statement) from this office that lists medical codes, procedures, and the diagnosis each time you are treated. You then attach this “superbill” to your insurance company’s claim form that you have filled out according to their directions. Next, you mail this to your insurance company. Your personal reimbursement is then determined and paid directly to you by your insurance provider.

The doctor’s signature is not required on the “superbill” (attending Doctor’s Statement) as the form is authentication in itself.

Please be aware that medical care offered by the doctor may not be covered by your insurance plan.

You are responsible for full payment whether the insurance pays or not.

About Nutritional Products

All nutritional purchases are non-refundable.