

Patient Policy Handout

Welcome to Switzer Family Chiropractic, and to the office of Dr. Michelle Rupe-Switzer. Please take the time to read this handout. We will give you a copy to keep with for your records.

In order to better serve you during your care at Switzer Family Chiropractic, there are a few basic things that you will need to know.

OFFICE HOURS AND CONTACT INFORMATION:

Regular office hours are as follows:

Monday-Wednesday-Friday 9-12; 2-6

Tuesdays 9-1

All other times not listed about are by special appointment only. We also accept same day appointments. Walk ins are accepted, but you will have to wait until the next available time slot opens.

We can be contacted by both phone (520-795-0123) and email (switzerfamilychiropractic@gmail.com).

PHONE:

We are often busy assisting other patients, so we do not always answer the phone. PLEASE leave detailed message with your name and phone number. We will call you back as soon as possible. If for some reason, we have not called you back in 2 hours during normal business hours, please call again. Sometimes messages don't get received properly. We also transfer our phones to our cell phones when we are not in the office.

ARRIVAL:

When arriving for your appointment, please sign in at the front desk. If no one is sitting at the front desk, please have a seat and someone will greet you as soon as possible.

CHILDREN:

We strive to have a child friendly office. We have a lot of toys that your children are welcome to play with while you are adjusted. Please pick up after your children for the safety of all our clients.

CANCELLATION AND NO SHOW POLICY:

Your appointment time is reserved especially for you. It is important for you to remember your appointments and arrive on time, in order to keep the best outcome. Keeping scheduled appointments helps you get the most out of your care. Repeated cancellations and "no-shows"

can diminish the outcome of your treatment. For this reason, we offer email reminders if you would like them.

We understand that there are times when situations arise that make it necessary for you to cancel your appointment. It is your responsibility to call the office as soon as you know you will not make your appointment. Cancellations at busy times may result in a delay in your next appointment.

Please call us if you need to cancel, even at very short notice. This allows us to fill your spot with another patient who wants that time slot. No-shows leave us questioning how you are doing. If you discover that you have missed an appointment please call us immediately. If you have concerns about your treatment, please ask to talk to Dr. Michelle directly.

We reserve the right to charge a \$20 fee for missed appointments.

At times, there may be a need for Dr. Michelle to cancel or reschedule an appointment. We will make every effort to notify you promptly and offer alternative appointment times as soon as possible. Please be sure you have updated your contact information so that we may reach you if necessary.

LATE ARRIVALS FOR MASSAGE THERAPY

If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the "full" session. Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

Thank you! We look forward to serving you.

I have read and understand the above Switzer Family Chiropractic Patient Policies and acknowledge that I have received a copy.

PATIENTS SIGNATURE _____ DATE _____

These policies help the office provide quality care to our valued patients. If you have any questions or need clarification of any of the above policies, please do not hesitate to call our office.