

Office Guidelines and Policies

Welcome! Please take the time to review the following office guidelines and policies so that we may better serve you. This information outlines our terms for providing service and will help clarify any questions you may have before making an appointment.

Preparation guidelines

Prior to your initial visit you need to obtain all the necessary paperwork. We ask you to read and complete this paperwork at home (in non-urgent cases) to give you time to think through your answers and to make the most out of your time in our office.

Medical records

If applicable, please bring copies of your latest laboratory and imaging (x-ray, MRI, CT) reports – no film required – on the day of your initial exam. Make copies for yourself if needed beforehand, as the copies we get from you will become part of our records. If your doctor requires an 'authorization to release medical records' form please contact our office and we will provide one for you. Often your laboratory and imaging reports can be faxed to you.

Fees

Our goal is to provide you with the best personalized healthcare at an affordable price. Payment for services rendered is required at the time of service. For your convenience we accept cash, checks, all major credit cards and apple pay.

For more information about our fees please contact the office to discuss it further detail. In the event that outside labs and/or imaging are deemed necessary for appropriate evaluation of the condition there may be additional fees as determined by the lab or imaging center chosen. There will be no additional cost on our end for reading and/or interpretation of the labs and/or imaging.

If you have insurance coverage and wish to bill your insurance, we ask that you pay 100% of the fee at the time of service and we will provide you with a receipt with the necessary billing information, which you can then send to your insurance carrier for reimbursement. Additionally, regarding insurance, please to sure to note:

- Your insurance policy is a legal contact between you, your employer, and the insurance company. We, as healthcare providers, are NOT a party to that contract.
- The doctors at Casab Sports & Wellness are not members of any HMO, PPO, or other provider networks. Therefore, any coverage you may have services provided in this office will be deemed "out of network coverage" by your insurance company.

We accept Medicare as a non-participating physician. This means that we collect the full amount of your visit charges at the time of service and then send in your Medicare billing for you. Medicare and your secondary insurance policy (if you have one in place) will then reimburse you by sending a check directly to you in the mail. Medicare typically reimburses the patient 80% of the fees that are listed under 'Medicare'.

Retail sales

Many doctors offer supplies (glasses, crunches, creams, etc.) at their offices for the convenience of their patients. Dr. Casab often recommends nutritional support products such as vitamins, minerals, enzymes, botanicals, antioxidants, and other natural remedies. Although she does suggest commercial products (health food stores, online, etc.), some may be recommended from our office. Dr. Casab carefully selects 'professional grade' products not sold directly to the public, from various reputable manufacturers. The cost of these products, if needed, are not included in the evaluation or consultation fees. No patient is required to purchase products from our office, however if you choose to purchase OTC products of lesser quality, you should not be surprised if you obtain sub-optimal results.

Return policy

Product returns must be paid within thirty (30) days of purchase. Un-opened products (supplements and/or supplies) that are returned within 30 days will be given a full refund, less a 10% restocking fee. All supplement returns must be unopened and sealed inside the original packaging. Opened supplements may not be returned. No refunds are offered on services rendered.

No show and cancellation policy

Dr. Casab is committed to offering the best service to as many people who need her services, and she commits the best resources available to your appointment. Therefore, we require a minimum 24-hour cancellation notice on all appointments. No-shows or cancellations with less than a 24-hour notice will be billed the full fee of the appointment. Our staff will make every attempt to remind you of your appointment, but it is ultimately your responsibility to remember.

I have read and understand the Casab Sports & Wellness Chiropractic Office and Financial Policies. I have asked, and had answered to my satisfaction, any questions I have regarding these policies.

Patient name: _____

Patient signature: _____ Date: _____