

Southern Maine Integrative Health Center Office Policies

In order to make our office run smoothly we request the following of our patients. Payments will be made at the time of service unless other arrangements have been made prior to the service.

Our office will make every effort to make appointment reminder calls for new patients at least 5 days before scheduled appointments and two days prior to follow up visits.

1. You will need to call at least 48 hours before your first scheduled appointment to confirm your appointment. Otherwise the appointment will be reassigned. A missed appointment will result in a \$240.00 charge.
2. You will need to call at least 24 hours (by noon on Friday if your appointment is scheduled for Monday) prior to rescheduling or canceling all follow up appointments. If not, you will be charged \$140.00 for all missed appointments.
3. If we can find a patient to fill you appointment slot due to your late cancellation, you will be charged \$25.00 for the time we'll spend finding that patient.
4. Those who have incurred fees as a result of a late cancellation or no show will pay all balances prior to making a new appointment.
5. There will be a charge for all duplicate paperwork requested. This will include prescriptions, lab requests, lab reports, and letters written. A fee for all mailed documents will be assessed.
6. All new patient forms will be completed prior to your scheduled appointment time.
7. All current insurance information must be provided if you would like us to bill your insurance company.
8. If arrangements haven't been made to pay all bills in full, unpaid bills past 90 days will be referred to collections.

I understand these policies and agree to follow them.

Signature

Date