

## TFWC Office Policies

Thank you for paying in full at each visit with *cash, check or credit card*.

**Insurance/Medicare:** It will be necessary to copy your Insurance Card and Driver's License /Picture ID at your first appointment. Our office is out of network with all insurance companies, however we will gladly submit your insurance claims for you. Please allow four to six weeks for your insurance company to process claims. Please update our office with any insurance changes including new cards or changes in your policy.

**X-rays:** All X-rays performed in our office will be reviewed with you. However, X-rays from our office are originals and we are unable to copy these films. If X-ray films are requested to share with another party a Release of Records form will need to be signed to release these films. All X-rays must be returned to our office within 30 days of release.

**Records Release:** Your chiropractic records can be copied and released to you or any party in which you give permission through our records release paperwork. There will be a copying fee associated with any records released to an auto insurance company or attorney. This fee will be determined by the regulations set forth in the Ohio Revised Code. Chiropractic records requested by another medical professional or by you are excluded from this fee within reason.

**New Injuries:** Motor vehicle accidents, spinal or sinus surgeries and serious traumatic injuries will require a new evaluation at our office. This will include new spinal X-rays, examination and SEMG scans. These tests will allow us to provide you with the best possible treatment following your injury. If you are involved in a motor vehicle accident and would like to send your records/statements to an insurance company, you will need to sign a release of records through your insurance company (or other insurance company involved in the accident). After we receive this records release, we will be happy to send in your records and statements for your reimbursement. We do not bill third party health insurance companies for motor vehicle accidents. We will be happy to assist you with details if a new injury does occur.

We will do our best to accommodate *emergency appointments* and recommend you be seen within 3 days of an auto accident or serious injury for evaluation and adjustment. We appreciate your patience if we are running late for your appointment as unplanned emergencies do happen in our schedule. Thank you for choosing our office for your chiropractic care!

