

# VICTORIA SNELLING, D.C.

9700 Park Plaza Avenue, Suite 109  
Louisville, Kentucky 40241  
502.426.2033

## OFFICE POLICIES FOR PATIENTS

**APPOINTMENTS:** Appointments are to be scheduled directly with the office manager at (502) 426-2033. Phone consultations may also be arranged. At the time of the phone consultation, the patient is responsible for calling our office at the time of the appointment. All appointments are set up at Eastern Standard Time. If you are in a different time zone, please verify the time of your appointment if you are unsure of the time difference.

**OFFICE HOURS:** Monday, Tuesday, Wednesday and Friday from 9:00 a.m. to noon and 2:00 p.m. to 6:00 p.m. Emergencies can be accommodated at other times as needed. Other times may be available in the future. Some therapists may be available at other times outside of regular office hours. Please ask the office manager for more information.

**MESSAGES:** Please leave messages with the voice mail system after hours or with the office manager during office hours. If possible, allow the office manager to relay questions to the doctor and therapists, and provide you with an answer upon your return call. Most of our time is scheduled to be with patients, and we don't want you to wait longer than necessary to have your questions dealt with.

**CANCELLATIONS:** **24 HOUR NOTICE IS REQUIRED** for cancellation to avoid full charge. Your insurance company will not cover fees for missed appointments; these will be your responsibility. This policy allows a person waiting for a cancellation to have an appointment.

**FEES:** First consultation/examination is \$225.00, and requires one hour of your time. Re-examinations/consultations are \$120.00 and are 45 minutes in duration. *A return to care after a lapse of six or more months will result in a Returning Patient fee of \$225.00 and require another one hour consultation.* For a fee schedule for chiropractic adjustments, CranioSacral Therapy, One Brain Defusion technique, books, nutritional supplies, and other services, please ask the office manager.

**PAYMENTS:** **It is the policy of this office that all appointments be paid in full at the time service is rendered.** Dr. Snelling is a non-participating physician. We will file insurance forms for our patients who have insurance plans, and we will find out for you the limitations of your policy if you need that information. We are more than happy to work with anyone to make the financial aspects as easy as possible, but please keep us informed of any changes in your insurance. A 6% finance charge will be added to you unpaid balance each month. After 90 days, accounts will be considered delinquent. Unpaid and delinquent accounts will be given to a collection attorney, with a 40% charge added to your account balance. We can make financial arrangements for those needing a "payment plan"; we never want to make our services unaffordable to anyone. I think you will find us to be fair and reasonable with your billing concerns. Please also inform us if you should have a change in your insurance information, address, etc.

**WAITING ROOM:** Children may not be left unattended in the waiting room. This policy is for the comfort of other patients and for your children's protections as there is no one available to watch them (this is not the receptionist's responsibility). Any damage to property will be the responsibility of the parent. **SMOKING IS NOT PERMITTED IN THIS OFFICE.**

Please feel free to discuss any of the above policies with the office manager.

Please retain a copy of this document for future reference.

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NAME

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DATE