



Office Policies

These Office Policies are intended to provide clarity regarding scheduling, financial arrangements, and general expectations for care at The Burrow Chiropractic. These policies apply to all patients and are incorporated by reference into all care plans, packages, memberships, and agreements unless otherwise stated.

Scheduling & Appointments

- Appointments may be scheduled in advance through the patient portal, by phone, or in person.
- Please arrive on time for your scheduled appointment. Late arrivals may result in a shortened visit or need to be rescheduled, at the discretion of the office.
- Appointment availability is not guaranteed and is subject to provider availability.

Cancellation & No-Show Policy

- Your appointment time is reserved specifically for you. Late cancellations or missed visits prevent that time from being offered to another patient.
- All patients are required to keep a valid card on file so that the cancellation policy may be applied.
- Please provide at least **24 hours' notice** for appointment cancellations or rescheduling.
- Missed appointments without prior notice ("no call, no show") and late cancellations will result in a **cancellation fee equal to 50% of the intended/scheduled service(s)**, charged to the card on file.
- For package or membership patients, a missed visit may result in forfeiture of the visit instead of a fee, at the discretion of the office.
- Repeated no-shows or late cancellations may result in limitations on future scheduling or termination of care agreements.

Financial Policies

- The Burrow Chiropractic is a cash-based practice and does not bill insurance.



- Payment is due as outlined in the patient's selected care agreement (pay-per-visit, package, or membership). Pay-per-visit appointment fees are due at time of service unless prior arrangements are made.
- Accepted payment methods include cash, credit/debit cards, and HSA/FSA cards (as permitted).
- Time-of-service discounts may be offered at the discretion of The Burrow Chiropractic.
- All charges, including auto-drafted membership or package payments, are the responsibility of the patient.
- Balances must be kept current to continue care. Care may be paused if an account is past due.

Packages & Memberships

- Packages and memberships are optional and may be elected by the patient after an initial visit or evaluation.
- Packages and memberships are offered at discounted rates in exchange for financial commitment.
- Each package or membership has its own written agreement outlining specific terms, pricing, visit allowances, expiration, and cancellation policies.
- Once signed, package or membership agreements are uploaded to the patient's profile and made available for future reference.
- All packages and memberships are non-transferable and may only be used by the patient(s) listed on the agreement.
- Visits included in packages or memberships do not roll over unless explicitly stated.
- Unused visits may expire based on the terms of the selected agreement.

Insurance & Superbills

- The Burrow Chiropractic is a self-pay practice and does not participate with insurance.
 - Pay-per-visit services may allow for the generation of a superbill **after payment is made**, upon patient request.
 - Packages and memberships are paid upfront or via auto-draft and **are not eligible for superbills or insurance reimbursement**, as payment is not collected at the time of individual services.
 - Submission of a superbill does not guarantee reimbursement. All reimbursement decisions are made solely by the patient's insurance carrier.
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Payment Authorization & Auto-Draft

- Patients enrolling in packages or memberships authorize The Burrow Chiropractic to store payment information securely and process charges as outlined in their agreement.
- It is the patient's responsibility to maintain a valid payment method on file.
- Failed or declined payments may be reprocessed. Continued payment issues may result in paused care or termination of the agreement.

Changes to Care or Agreements

- Requests to modify, cancel, or update care plans, memberships, or billing arrangements must be submitted in writing.
- Changes may require a new agreement to be signed.

Medical Considerations

- Chiropractic care provided at The Burrow Chiropractic is wellness-focused and does not replace or substitute for medical care.
- For the purposes of these policies, "medical care" refers to the diagnosis, treatment, and ongoing management of pre-existing diseases or conditions that are overseen by a licensed medical doctor or other qualified medical provider.
- Medical care also includes the evaluation and management of diseases or conditions that may arise during the course of chiropractic care and require referral to a medical doctor or other medical specialist.
- Patients are encouraged to maintain appropriate medical supervision as needed and to follow the recommendations of their medical providers.
- Patients are responsible for informing The Burrow Chiropractic of relevant medical diagnoses, changes in health status, pregnancy status, medications, or medical restrictions.
- Chiropractic care recommendations may be modified, paused, or discontinued based on clinical presentation, safety considerations, or provider discretion.
- The Burrow Chiropractic does not participate in Medicare or Medicaid.
 - The Burrow Chiropractic cannot provide chiropractic services to individuals enrolled in or eligible for Medicare.
 - The Burrow Chiropractic can provide chiropractic services to individuals enrolled in Medicaid, given that the patient understands and acknowledges that they are choosing to receive services from this practice as a self-pay patient and agree to pay for all services out of pocket at the time of service.



Media, Photography & Marketing

- From time to time, a photographer or videographer may be present in the office during normal business hours for marketing or educational purposes.
- During normal business hours, patients receiving care will be charged their standard visit fees.
- Patients may be invited to participate in official photoshoots outside of normal business hours. In these cases, visits or participation may be compensated as outlined at the time of the request.
- Participation in photography or media is voluntary and subject to the patient's signed Photo/Video/Testimonial Release Consent.

Policy Updates

- Office policies may be updated periodically.
- The most up-to-date version of our Office Policies will be accessible on our [website](#).
- Continued care constitutes acknowledgment of and agreement with current office policies.

Acknowledgment

By receiving care at The Burrow Chiropractic, the patient acknowledges receipt of and agreement with these Office Policies.