

Southern Maryland Chiropractic Center

Chiropractic & Physical Therapy

3450 Old Washington Road, Ste. 101, Waldorf, MD 20602

Tel: 301-638-7300 SoMdChiro@yahoo.com

To our valued patient,

Welcome to Southern Maryland Chiropractic Center. We would like to take this opportunity to thank you for choosing our chiropractic practice as your wellness provider. It is our goal to become your partner in health and provide quality care that will bring your natural state of wellness that you want and deserve.

As a new patient we want to make you feel acquainted with our clinic's procedures and protocols prior to your first visit. The information provided below explicitly outlines, explains, and answers the policies of our clinic.

New Patient Registration

Prior to your first appointment, please download and complete the packet of *New Patient forms* available on our website. If you are unable to download or print our registration packet, we can provide you with the paperwork at your appointment time. Please also bring a form of I.D. and your insurance card.

Office Hours and Making an Appointment

Our office hours are Monday, Wednesday, and Thursdays *by appointment only*. To schedule an appointment please call [\(301\)-638-7300](tel:301-638-7300) or submit an appointment request on our website. Once a request is made, please wait for a confirmation date and time from our Front Office Administrator.

Cancelling and Rescheduling an Existing Appointment

Cancellations must be made at least 24-hours prior to your scheduled appointment time. If you know you will not be able to keep your appointment time please contact our office as soon as possible, either by text or phone. Our automated text messaging system will send out 24-hour and 2-hour reminders directly to your phone before your appointment. This system conveniently allows you to directly communicate with our Front Office Administrator for any changes related to appointments.

Office Protocols

- Only patients are allowed in the clinic, unless a minor is being accompanied by a guardian.
- Patients are scheduled in 5-minute increments, please arrive exactly on time. If you are early do not enter the clinic, please wait until your designated appointment time. If more than 5 minutes late, also do not enter the clinic. Please call/ text our Front Office Administrator and we will try to make accommodations for you.
- If you have a new condition or concern, please inform our Front Office Administrator prior to seeing Dr. Kane. This ensures that we can designate special time outside of the adjustment hours for a clinical update.

Waiting Time

At Southern Maryland Chiropractic we understand that your time is valuable. Our goal is to not have patients wait. We will try to be efficient and courteous of your time, but given our unique and genuine patient care philosophy sometimes situations occur that develop a short wait time.

Cell Phone Use

As a courtesy to others, we request that you turn off or silence cellular devices and refrain from using them while within our clinic. These areas include the waiting room, adjusting rooms, and therapy area. If you need to take a phone call you may step outside our clinic to the main hall of the building.

Billing and Insurance Information

Billing, account balances, and insurance information are handled by our outside billing company *Healthcare Data Management*. We will verify your insurance benefits as a courtesy to you, but ultimately it is the patient's responsibility to understand their health insurance benefits.

Thank you for understanding our clinic's procedures and policies as listed above. Once again welcome to our family practice!

Sincerely,

The Southern Maryland Chiropractic Center Team

By signing this form you are in agreement with all of the following information outlined above. If you have any questions regarding our procedures and policies feel free to call our office.

Patient Signature: _____