



PRACTICE POLICIES

Effective January 1, 2008

OFFICE POLICY:

We require a credit card number on file for all patients in order to schedule appointments. To be considered an active patient and receive ongoing care, we require that a child be seen in our office at least once per calendar year. All other follow-up appointments may be in person or by telephone (unless otherwise determined by clinician or requested by parent/guardian).

CANCELLATION POLICIES:

As part of our continued effort to provide you with the very best medical care and to accommodate all appointment requests, we are requiring a valid credit card be on file to reserve your time with our clinicians. Our clinicians meticulously prepare for each appointment prior to the time of your appointment. This ensures that we achieve the high standard of care and treatment we pride ourselves on.

All services are provided by appointment only and this scheduled time is reserved for your exclusive use. The cancellation policy differs by the type of appointment, as documented below.

Cancellation of an Initial Consult

All new patient appointments must be canceled 7 days prior to your scheduled appointment. Appointments not cancelled within 7 days of the scheduled appointment will be billed at 50% of the standard initial consultation fee.

25% of the fees paid for non-cancellation of an initial consultation may be applied to a rescheduled initial consultation.

Follow-up Appointment Cancellation

We require 48 hours notice for follow-up consultations, which includes office visits or telephone consults with any of our clinicians. Appointments not cancelled within 48 hours of the scheduled appointment will be billed at 50% of the standard fee for the follow-up service

Fees for non-cancellation of follow-up appointments are non-refundable and may not be used as credit to a future consultation or procedure.

Cancellation of Office Procedure

For infusion, blood draw or IV appointments, we require 24 hours notice to cancel a scheduled appointment. If you do not cancel your appointment within 24 hours, Bio Energy Medical Center has the right to bill your credit card 50% of our standard



fees for scheduled procedures. Please call our office to get our fees schedule for medical procedures.

Fees for non-cancellation of office procedures are non-refundable and may not be used as credit to a future consultation or procedure.

To cancel an appointment, please call 734-995-3200. Our general office hours are Monday thru Thursday, 9 a.m.-5 p.m. All cancellations must be stated via telephone. If you cannot reach us in person by phone, you can leave a detailed voicemail message with your name, patient's name, date and time of your scheduled appointment.

In the case of a true medical emergency or an act of God (natural disaster) our cancellation policy does not apply but may require documentation in writing.

If you have any questions regarding any of these policies, please call our office at 734-995-3200. Your cooperation and understanding in this matter are greatly appreciated.

Thank you. _____

I/WE _____ have read and understand the above outlined policies.

_____ Patient Signature _____ Date

_____ Parent/Guardian Signature _____ Date

_____ Parent/Guardian Signature _____ Date