



Practice Policies

Effective April 13, 2016

OFFICE POLICY:

To be considered an active patient and receive ongoing care, we require that the patient be seen in our office at least once per calendar year. All other follow-up appointments may be in person, by telephone or video teleconference (unless otherwise determined by clinician or requested by parent/guardian). Payment for all consultations and procedures is due at the time of the visit. Brain Restoration Clinic does not participate with any health insurance. Therefore, it is up to you to contact your insurance company before committing to our program so you can know what reimbursement, if any, can be expected.

POLICY FOR ALL CONSULTS:

As part of our continued effort to provide you with the very best medical care and to accommodate all appointment requests, we require all new patient forms are complete in its entirety prior to the initial consultation. If this is not received by close of business 48 hours before your appointment, the consult may be cancelled or rescheduled, at the discretion of the physician. Your visit will be cancelled and the non-refundable deposit will be accrued. Our clinicians precisely 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.

CANCELLATION POLICIES:

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 Consultation

All new patient appointments must be canceled 72-hours prior to your scheduled appointment. This includes both initial consultation and initial follow up visits. Brain Restoration Clinic retains the right to bill for the nonrefundable amount requested at the time of scheduling this visit.

Follow-up Appointment Cancellation

We require 48-hour notice for regular follow-up visits, which includes office visits, telephone and video teleconference consults with any of our clinicians. Brain Restoration Clinic retains the right to bill for \$100 fee for any consultation cancelled within 72 hours of the scheduled appointment. Fees paid for 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 and HOPE Laser

For neuromodulation, blood draw or IV appointments, as well as HOPE laser Sessions, we require 72-hours' notice to cancel a scheduled appointment. Brain Restoration Clinic has the right to bill your credit card 50% of our standard fees for scheduled procedures. Please call our office to get the fees schedule for medical procedures. Also, keep in mind that due to increased cost and prescription requirements for IV medication, for any appointment for an IV infusion that is cancelled and not reschedule, you will be charged for the IV as we cannot use that medication for another patient. Fees paid for cancellation of office procedures are nonrefundable and may not be used as credit to a future consultation or procedure.

To cancel an appointment, please call 704-541-9117. Our general office hours are Monday through Thursday, 8:30 am – 5:00 pm. All cancellations must be stated via telephone. If you cannot reach us in person by phone, you may 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 by may require documentation in writing.

EMAIL POLICIES:

As part of our continued effort to provide you with the very best medical care, our clinicians use e-mail as a form of communication with patients.

E-MAIL Guidelines

- E-Mail communication is viewed as billable time, as is an office visit, telephone or video teleconference consultation.
- Being a part of BRC membership includes this.

Please note that if you choose to submit our invoices to your insurance company for reimbursement, telephone or video telecommunication consults are not generally covered by insurance and email correspondence is not covered by insurance. You should not submit invoices for email correspondence to your insurance provider.

MEDICAL RECORDS POLICY:

We will provide you with a copy of all office notes and lab reports at each consultation. If you require an additional copy of these records for another practitioner, there will be a charge of \$30. You must complete a Medical Release Form and the records will be sent at your request, with two weeks' notice. If your insurance company has requested office notes or lab reports to process a claim, we will contact you first to let you know of the request and then we will forward the requested information to the insurance company for a fee up to \$75. If the requested records are required in less than two weeks' time, there will be an additional \$50 fee for expedited processing.

PRIOR AUTHORIZATION POLICY:

Due to changing insurance company policies, compounded and non-formulary medications have become much more difficult to be covered. Please be advised that it will take at least one week for any

Prior Authorization and a fee of \$25 will be billed to you, whether or not the Prior Authorization is approved.

If you have any questions regarding any of these policies, please call us at 704-541-9117. Thank you.

Client's Signature

Date

Staff Signature

Date