

Office Policies

Dr. Toxil Ruck, D.C.
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toxilruckchiro.com

APPOINTMENTS

Scheduling appointments in advance is recommended. We will do our best to see walk-in patients, however those patients who have a scheduled appointment will have priority. Office Hours are posted on our website at www.toxilruckchiro.com. Welcome to the office of Dr. Toxil Ruck! In order to facilitate healing and promote the best chiropractic wellness care, we have established the following office policies:

CANCELLATIONS

Cancellations must be made 24 hours in advance of scheduled appointments to

avoid being charged for an office visit. This policy is strictly enforced so that we can accommodate all patients who

need to be seen. If you must cancel your appointment and it is after hours, please leave a voicemail/text **and** email Dr. Toxil at drruckdc@yahoo.com.

If you have an emergency that prevents you from canceling within the 24 hour period and let us know as soon as possible that you cannot make it, we may reschedule your appointment for the next work day without being charged; this is at our discretion and may be revoked if last minute cancellations have become habitual.

Appointments may be scheduled for, before, or after hours at the doctor's discretion.

There is an added charge for office visits made for before and after hours. This added charge is based on the time of day and the visit scheduled; it will not exceed \$75.

Dr. Toxil will make house calls in the case of an emergency. The charge for existing patients for

a "house call" is \$150/ hour, including travel time, per patient. New patients will be charged an additional \$225 exam fee.

CELL PHONES

We are a **cell phone free** facility! Please be courteous and turn your cell phone to silent (or on the Vibrate setting if anticipating an emergency call) when you visit us. If you must use your cell phone, Please step outside the building to do so.

MASSAGE THERAPY

Massage therapy is available by appointment. **Cancellations must be made 24 hours in advance of scheduled massage appointments to avoid being charged for the appointment.** If you are late for your appointment, you will be charged for the full amount of your scheduled appointment and you will be massaged for the remaining time.

REFERRALS

We know that as you begin to feel great, you will want your friends and family to receive the benefits of chiropractic! We would like to help in any way possible. Ask for cards or other information to pass on to them. Ten minute consultations are complimentary.

PAYMENT

We accept cash, check, Master Card, Visa, and Amex. There is a 5% discount if paying with cash or check. **A \$25 fee will be charged for each bounced check or chargeback.**

Payment is expected at the time of the office visit. If you have insurance, a "superbill", or receipt will be given with the necessary information to get reimbursed from your insurance company. The super bill should be submitted with your insurance claim form.

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I, _____, have read and understand the office policies for the office of Dr. Toxil Ruck, D.C.

Signed: _____

Date: _____