



## **Office Guidelines and Policies**

Welcome! Please take the time to review the following office guidelines and policies so that we may better serve you. This information outlines our terms for providing service and will help clarify any questions you may have before making an appointment.

### **Preparation Guidelines**

Prior to your visit you need to obtain all the necessary paper work. We ask you to read and complete this paperwork at home (in non-urgent cases) to give you the time to think through your answers and make the most out of your time in our office.

### **Medical Records**

If applicable, please bring copies of your latest laboratory and imaging studies – no film required – on the day of your initial exam. Make copies if needed beforehand, as the copies we get from you will become part of our records. If your doctor requires an ‘Authorization to Release Medical Records’ form please contact our office and we will provide you one. Often your laboratory and imaging reports can be faxed.

### **Fees**

Our goal at the Red Tail Wellness Centers is to provide you superior service at an affordable price. We do not accept medical insurance including HMO/PPO or Medicare/Medicaid. The Red Tail Wellness Centers have found it is better to focus on the patient 100%, rather than being limited by medical insurance, which impedes your health goals. We feel strongly in a quality versus quantity approach and we hope that in turn reflects faster recovery and greater satisfaction out of our diligence in care.

The Red Tail Wellness Centers is willing to fill out CSA 1500 or better known as a Health Insurance Claim Form. After we submit the necessary information it is your responsibility to submit the form(s). The Red Tail Wellness Centers takes no responsibility for reimbursement (as we do not accept insurance assignment) and it is up to the insurance company to reimburse you (please also consider if your policy has out of network coverage).

We do accept Medicare as a Non-Participating Physician. This means we collect the full amount of your visit at the time of service and then send in your Medicare billing for you. Medicare and your secondary insurance policy (if you have one) will then reimburse you by sending a check directly to you in the mail. Medicare typically reimburses a percentage of their listed chiropractic fee.

**Red Tail Wellness Centers**  
4520 N. Broadway C Boulder, CO 80304  
Phone: 303.882.8447 Fax: 303.442.3218  
[www.redtailwellness.com](http://www.redtailwellness.com)

## Return Policy

Product returns must be made within thirty (30) days of purchase. Un-opened products (supplements and/or orthotic supports/supplies) that are returned within thirty days will be given a full refund. All supplement returns must be unopened and sealed inside the original packaging. Opened supplements may not be returned. No refunds are offered on services rendered.

## Community Outreach

Dr. Ian Hollaman and Dr. Karen Hollaman are committed to community outreach including charitable programs and non-profit organizations. If you are interested in donating or have suggestions on note worthy groups please inform Dr. Ian Hollaman and Dr. Karen Hollaman

## No Show & Cancellation Policy

Dr. Ian Hollaman and Dr. Karen Hollaman are committed to offering the best service to as many people who needs their services, and they commit the best resources available to your appointment. Therefore, we require minimum 24-hour cancellation notice on all appointments. No-show or cancellations with less than a 24-hour notice will be billed the full fee of the appointment. Our staff will make every attempt to remind you of your appointment, but it is ultimately your responsibility to remember.

## Payment Agreement (All patients must sign this section)

Payment for the initial consultation and treatment with Dr. Ian Hollaman and/or Dr. Karen Hollaman is required at the time of service. We accept cash, check, visa or mastercard (no American express or discover).

- 1) Dr. Ian Hollaman and Dr. Karen Hollaman are not members of any HMO, PPO or other provider networks. Therefore any coverage you may have for services provided in this office will be deemed "out of network coverage" by your insurance company.
- 2) Your insurance policy is a legal contract between you, your employer and the insurance company. We, as healthcare providers, are NOT a party to that contract.
- 3) Appointments missed, or cancelled without providing 24 hours notice will be charged at the regular fee.

Patient Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_