

**True Health Family Wellness Center**  
**900 Hendersonville Road, Suite 307**  
**Asheville NC 28803 277-1414**  
*Office Policy*

**1. Appointment Policy** – This office works with patients who are concerned about the underlying cause and correction of health problems. As such, it is important to follow up with changes made to your diet, exercise, supplements, and lifestyle in a timely manner. If you have to miss an appointment, it is necessary to reschedule as soon as possible, and you must give 48 hours notice.

*Failure to provide 48 hours notice will result in the time based fee (\$150/hour) to be charged directly to you. I schedule my appointments by the half hour and hour, so you must understand that skipping or not showing up for an appointment affects my time and ability to help you and others.*

I also try to run exactly on time, so promptness ensures an efficient transition to your evaluation. If you are late for an appointment, our policy is to charge for the whole hour or half hour. Please respect the timing of your and others appointments.

**2. Services:** I offer specialized and unique services based on my advanced degrees and certifications in clinical nutrition, kinesiology, neurology, and neuro-emotional techniques. Some of these services are not considered standard medical or chiropractic care, and may not be covered under your chiropractic policy. As such, you may be responsible for more than your typical co-pay or co-insurance. I have personally found that handling nutritional, neurological and emotional issues actually accelerates your progress and will save you time and money in the long run. We will discuss your payments and insurance prior to your being charged for anything, so that there will be no surprises. Your fees are expected to be collected at the time of service unless prior arrangements are made with Dr. Stone.

**3. Wellness** – Although our programs are based on health and wellness. These principles are effective for any stage of health or disease. Very often chronically ill people will find they will need less or NO drugs on our program, because of improved body function. For example diabetics, people with high blood pressure, digestive problems, or high cholesterol. It is important to work with your medical doctor to remove your medications. *We do not prescribe or un-prescribe medications.*

**4. Confidentiality** – Our work together is completely confidential, as are your records. Your explicit permission is required to release any information regarding you or your care. We require your signed statement of release of information in order to copy records for anyone, including family, other physicians, or your insurance company. We have forms available if you wish to allow anyone access to your records.

**6. Insurance Reimbursement** – If we are billing your insurance, it is your responsibility to provide us with all insurance checks and documentation that you receive. Failure to do so will result in your balance being due in full, payable by you, the patient.

I have read and accept True Health Family Wellness Center Office Policy:

Name \_\_\_\_\_

\_\_\_\_\_  
Patient or Guardian Signature

\_\_\_\_\_  
Date