



Dear Patient,

Welcome to Blue Sky Health and Wellness. We realize that when it comes to healthcare you have many choices and we sincerely appreciate you choosing us for your chiropractic care. Our goal is to enter into a partnership with you to better serve you on your journey to your best health.

Please take a few minutes to read the following information regarding the services offered at Blue Sky Health and Wellness as well as our general information and policies. If you have any questions please don't hesitate to contact us at 703-975-9144.

Sincerely,

Jennifer L. Sims DC, CACCP



Office Policies

Office Hours

Please refer to our website for updated office hours. www.blueskhealthandwellness.com. To schedule an appointment please call us directly at 703-975-9144.

New Patient Appointments

In order to hold your appointment, we require a valid credit card number. We do require 24 hour notice to cancel or change your appointment. If you miss your appointment or don't reschedule your appointment within the 24 hour time period, your credit card will be charged a non-refundable \$50.00 missed appointment fee.

Canceling and Missed Appointments

Cancellations should be made at least 24 hours prior to your scheduled appointment time. If you know that you will not be able to keep your appointment contact our office as soon as possible. You will be charged \$50.00 for multiple missed appointments. If you cancel or fail to show for three consecutive appointments, we reserve the right to terminate your care.

Insurance

Since ***we are not providers for any insurance companies***, it is your responsibility to contact your insurance provider to see what benefits your policy has. Blue Sky Health and Wellness will provide you with an itemized statement upon request. Blue Sky Health and Wellness will submit your visits as a courtesy, upon request. Because there are so many insurance plans out there, and because coverage for chiropractic care varies widely, we encourage you to check to your individual benefits before starting a chiropractic care plan.

Forms of Payment

Blue Sky Health and Wellness accepts cash, checks, or credit cards as forms of payments. We also now accept American Express cards. We will not hold balances on your account for any reason.

Your medical records and Privacy

We are committed to doing our best to safeguard the accuracy and security of your health information. Due to the ever changing health care climate, we are responsible to keep you up to date of any changes regarding the privacy of your information. Unfortunately, with that comes more paper work that may need to be filled out. We apologize for any inconvenience this may cause you, and thank you for your patience and understanding as we work together to keep your information secure and safe.

Please refer to our Privacy Notice which will provide you the details of when we can and cannot release your information according to HIPPA.

Release of Records

When requesting copies of your medical records/ x-rays/ test results, we ask that you please allow a minimum of two business days to prepare your request for pick up.

Request for Completion of Medical Forms

It is Blue Sky Health and Wellness's policy to timely fulfill patient requests for completion of forms. Please allow a minimum of 5 business days to have the forms filled out and returned to you. Depending on the complexity and time it takes to fill out the form there will be a charge. Forms will not be released to you until the fee has been collected.

Cell phone use

As a courtesy to others, we request that you turn off your cellular phones while in the clinical areas.

Emergencies (Outside Office Hours)

If you believe you have a serious or life threatening emergency, go directly to an emergency room, urgent care or call 911. We encourage you to call during office hours so that you have a better chance of reaching Dr. Sims and that she

will have your medical records available. If you need to contact Dr. Sims outside of office hours please email her directly at blueskyhealthandwellness@gmail.com. In your email please let her know if you require a phone call back and be specific to the time that would be best to contact you. She will make every effort to get back to you in a timely fashion.

Expectant Mothers

A plan will be in place for those expectant mothers who go into labor on a day that BSHW is closed and would like to get chiropractic care before their delivery. Every effort will be made to accommodate these situations. Please talk to Dr. Sims about this prior to your due date.

Children

Blue Sky Health and Wellness welcomes all children and is excited to be a Wellness facility that focuses on pediatric care. It is the job of the parent or care taker to watch their children at all times while in the office. We treat many children with special needs and we want everyone to feel welcome and safe when in our office. We greatly appreciate you helping us keep a safe, secure and clean environment.

Supplements

No returns will be accepted on open supplement bottles. (Analogous to pharmaceutical prescriptions refunds are not accepted for any reasons to include adverse reaction or need.)

Returns on unopened supplements will be refunded within one week of original purchase.

Special orders and holding of supplements.

If you request a special order, or request that our office hold supplements for you, we require you to pay for them in full and in advance. We are no longer able to hold orders that are not picked up and paid for. Please note, we would be happy to mail out an order, for a shipping fee.

Please sign, date and return the last page of this office policy to Blue Sky Health and Wellness. Thank you.

Acknowledgement of Policies

I _____, hereby acknowledge that I have read and understand the policies of Blue Sky Health and Wellness.

Signature _____

Date _____

