

# Healing and Strength Policies

(Please Keep)

The growth in our practice has demanded the implementation of policies and procedures aiming to protect our workflow, enhance your safety and privacy, minimize your costs, and ensure a pristine and comfortable environment for your therapy.

## Bookings and Rates

**Bookings** – All bookings conducted via our online calendar only. You must have an email address and a mobile number to book. If it's been 3 or more years since your last visit, you'll need to book as a new patient. Session payment due no later than the day of service. No exceptions. Here's the link to our online calendar:

<https://healing-and-strength.com/book-your-appointment/>

**Last Minute/Same Day Bookings** – Conducted only during office hours and if there's availability. Contact us to find out if a same-day session is possible. You must have a prepaid session or discount pack to request a last minute/same day session.

**Cancellations/Rescheduling – 48 Hours** (two business days) for all appointments via our online system only. **No-Shows** or **Late-Cancellations** incur full base billing rate or the equivalent session(s) from a prepaid discount pack.

**Manual Cancellation/Rescheduling Fee** – Lost your confirmation email? Read the information in the link below before you contact us to cancel/reschedule for you.

<http://healing-and-strength.com/cancel-reschedule-your-appointment/>

**Rates** – Base Billing Rate: \$150 for 45 minutes, and \$100 for 30 minutes. It applies to day of service payment or late cancellation/no shows without a prepaid discount pack. Prepay and enjoy substantial discounts. Refer to this link for the available prepaid discount packs:

<https://app.acuityscheduling.com/catalog.php?owner=17147213>

**Additional Discounts** – For active military, active police, active fire department, active school teachers, and active fitness professionals. You'll be required to show proof of your status. Refer to this link for the most up to date information on rates and discounts.

<https://healing-and-strength.com/rates-and-terms-of-service/>

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## Payments and Collections

**Payment Methods** – We **do not** accept insurance. You may use a major credit card, debit card, or HSA/FSA for same-day payment and online purchases. And no, we'll never charge you convenience fees.

**Collections** – Unpaid bills for No-Shows and Late Cancellations without a prepaid session go to collections after two months (or sixty days) of initial billing date. All collections conducted by Parson-Bishop Services, Inc.

## Medical Billing and Records

**Itemized Bills** – An itemized bill is usually requested to justify HSA/FSA expenses. It shows treatment date, session length in hours and therapy units (1 therapy unit = 15 minutes), location, total cost, and procedure code (CPT). It is provided to you at the end of your series of sessions in PDF format. Your complete intake form and all respective paperwork must be in your file and your account must be in good standing before you can request an itemized bill. There is no fee for this document unless you lose the email and request a new one, or if you need to change it into a superbill. A service fee of \$35 must be paid before the new documents are sent.

**Superbills** – Similar to an itemized bill, except that it is used for insurance reimbursements. Your intake form must be complete, your account in good standing, and you must have a physician referral with the appropriate diagnosis code(s) (ICD-10). This document will not be processed without a proper physician referral in our records. No exceptions. There is no fee for this document unless you lose the email and request a new one, or if you are changing it from an itemized bill. A service fee of \$35 must be paid before the new documents are sent.

**Medical Records** – Kept under the highest privacy possible for 3 years after your last visit, as per WAC 246-830-570. No records are released without your written consent.

## Other Fees

**Extra Clean Up Fee** – The following incurs a \$35 extra clean-up fee: exercise sweat, hair grooming products, grease, dirt, mud, and topical balms (Bengay, Tiger Balm, Icy patch, etc.). You will be informed. For sanitary reasons, no animals are allowed.

**Service Fee** – For changing itemized bill into superbill, or submitting new copies of either. Also to search and retrieve discount package codes. \$35

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## Companions and Recordings

**Companions** – Only patients are allowed in the treatment room. Exceptions granted for minors and medically approved cases (must provide proof). All other companions must remain in the common waiting area.

**Recordings** – Absolutely no recordings of the session in any form or media. Exceptions granted only through mutual legal representation at your expense.

## Office and Session Guidelines

**Better safe than sorry** – If you are symptomatic, cancel your appointment within the allotted time. Many of my patients are in frail health and I cannot risk exposing them.

**Emails, phone calls** – Conducted during business hours only. Check website for current business hours. Emails/calls sent over the weekend or holidays won't be checked until the next available business day. **No text messages, please.** Remember this to avoid late cancellation fees if you're attempting to contact us about your session.

**Location** – Know where we are. Here are the directions to our office:

<https://healing-and-strength.com/directions>

**Your Outfit** – Wear only clean, light workout clothes and socks. Lycra, Teflon blends, denim, cargo shorts/pants, heavy workout outfits, and office/evening wear interfere with treatment and make your session less productive. Failure to have a suitable outfit may result in termination of your session with no refunds.

**Your Hygiene** – Cleanliness is a must as it optimizes the therapy room for you and your fellow patients. Muddy, dusty, greasy, sweaty, and/or malodorous footwear or clothes may result in the termination of your session without refunds.

**Signs of Intoxication** – Alcohol and other recreational intoxicating substances are detrimental to your healing and treatment. Showing up to your session after consuming them may result in the termination of your session with no refunds and may also result in permanent banning.

**Misconduct** – Our willingness to be at your service does not equate to tolerance for any form of abuse, defamatory remarks, or any other type of detrimental conduct. Any and all forms of misconduct will be handled by our legal channels to the fullest extent and will also result in permanent banning.

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## Final Thoughts

While most will see the above as common sense, there is a small group whose disruption to the harmony of our practice made us realize that a handshake was no longer sufficient. Though you may notice the extensiveness of our policies and procedures when compared to the past, rest assured we've made every effort to simplify them without falling into the trap of oversimplification.

Thank you in advance for respecting our practice, your fellow patients, and for helping us make this a remarkable healing experience for all.

