

Office Policy

OUR GOAL IS TO SERVE YOU WITH AN EXCEPTIONALLY FRIENDLY, PROMPT SERVICE AND TO PROVIDE THE BEST IN HEALTH CARE AVAILABLE.

Our experience tells us there are some key areas to focus on to ensure you receive the greatest benefit from our care programs.

APPOINTMENT SCHEDULING AND MISSED APPOINTMENTS

Your practitioner has designed a specific corrective program to ensure optimal benefit and your body will heal best when you keep to this schedule. To receive the most out of your care and save time, we ask you to pre-schedule your appointments in advance. Your program of care will stall if you miss scheduled appointments.

If an appointment must be changed, 24 hours notice is appreciated. All missed appointments should be made up within 24 hours where possible. This policy is to ensure your momentum continues and gained benefit is not lost. People who repeatedly miss appointments will regretfully be discharged from care, as we realise you will not reach your health goals and we do not wish to waste your time.

FINANCIAL AGREEMENTS

We expect that the financial arrangements made in the beginning of your program will be honoured and kept. Payment is required at time of treatment, i.e. each visit. If a financial problem arises, please speak to your practitioner. Please do not interrupt the consistency and intensity of your scheduled program as you may lose the correction you have already achieved. This will result in a loss of time, money and effort. We have never turned anyone away because of their financial situation.

EXCELLENCE IN CARE

In order to continue providing the best, most current care available, we occasionally travel to attend conferences and continuing education seminars. To keep your progress on schedule, another highly qualified practitioner will be here to care for you in my / our absence, or we will build your schedule around those times.

HEALING RESPONSE

Remember that healing and spinal correction takes time. If at any time during your care, you do not feel you are responding as well as you expected, please discuss this with your practitioner. We want you to get the most from your care.

REFERRALS

The success of our office and the health of your friends and family greatly depend on your referrals.

Sincerely,

Dr Mike Badke
Doctor of Chiropractic
Director, Active Muscle & Spine
ART® Instructor

