

**Orthotics/ Durable Medical Equipment Policy**

H2T is NEVER able to guarantee payment by medical insurance carriers for Orthotics and/or Durable Medical Equipment. H2T will bill your medical insurance as a courtesy, if claims are denied; patient is responsible for payment in full. Self-pay patients are responsible for payment at the time services are rendered.

Due to sanitary reasons and professional health care standards, we do not accept returns on ANY purchased or dispensed products, even if patient states product has not been used.

**X-rays Policy**

Certain medical conditions require X-rays for proper diagnosis. X-rays are a separate charge from physician exam fees and not included in the office visit fee. X-rays are billed separately to either your medical insurance company or directly to the patient. Self-pay patients are responsible for payment at the time services are rendered.

Pregnant or suspected pregnant patients MUST inform H2T staff regarding their condition. Additionally, if patient has any other medical conditions or concerns regarding X-rays, inform H2T staff immediately so we can best accommodate you.

**Study Policy**

We are pleased to participate in the advancement and improvement of the latest health care service and product renderings. Therefore, we often conjointly collaborate on various clinical trials. Patients participating in any H2T clinical trials will need an initial evaluation by H2T physician. Medical insurance will be billed for the initial evaluation including X-rays and other associated procedures necessary for proper treatment. Co-payments and all uncovered services will apply. We will advise you of any complimentary or discounted product or service offers in conjunction with a clinical trial.

**Treatment Protocol**

H2T foot care clinic has a philosophy to decrease pain and improve function for our patients. By seeking treatment at H2T, you agree that corticosteroid injections may be administered for therapeutic and diagnostic benefits if deemed appropriate by the physician. You have the option to decline any treatment options at the time of service.

H2T does NOT participate nor process ANY workers compensation cases or claims.

**No Show/ Cancellation/ Medical Records Policy**

ALL scheduled no show appointments will be charged a \$50 - no show fee. Patient is responsible to CALL the office to reschedule or cancel any appointment at least 24 hours in advance. Patients who are running 20 minutes late for his/her scheduled appointment will be rescheduled to the next available appointment/ day.

There will be a \$15 fee for any medical record and \$30 fee for CD X-rays request PER request.

H2T utilizes electronic communications either through email or text messaging. Patient has the option to opt-out of these communications at anytime by following the instructions on the electronic communications received.

I, \_\_\_\_\_, have read, understand and acknowledge the policies stated above.

Signature \_\_\_\_\_

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

Effective January 2019