



NOVA Chiropractic & Wellness Center

2014 Updates to Office Policies

This information will go into effect as of Monday, January 6, 2014.

Children in the Office

NOVA Chiropractic welcomes and treats children of all ages in the office. Children are welcome to come along while their parents or guardians are getting treated, and are encouraged with to sit in the treatment rooms during treatments and therapies with the exception of laser therapy. If children are to wait in the front waiting area, **NOVA Chiropractic is not responsible for monitoring or watching the children as the room is not childproof.**

With that being said, NOVA Chiropractic does offer books for the children to read and toys to play with in the office as long as they do not interfere with other patient's experience. There is also hot cocoa available which is popular among the children and the adults!

No Shows and Late Appointments

NOVA Chiropractic understands that Northern Virginia is a very busy area, and that patients appreciate being seen on time and treated in a timely manner. For this reason and because of Dr. Sullivan's standards of time management, our office strives to not make patients wait long if at all.

In order to maintain this standard, it is important for patients to try their best to arrive on time. We understand that traffic can be unpredictable, and we ask that patients plan ahead to avoid being late as a result of traffic. **If patients do arrive late, therapy times may be reduced in order to avoid negatively impacting the flow of the office schedule and patient's schedules.** The charge for the session will stay the same.

In regards to no shows, NOVA Chiropractic also understands that situations arise and patients may forget about their appointments. **Each patient will receive one grace visit that allows for no charge for a no show. Each no show afterwards will result in a charge of \$25.00 to the patient's ledger. There is no charge for patients that call or email ahead and cancel their appointment.** We hope that this new policy will encourage patients to always provide a notice to canceling their appointments so that those patients on the waiting list will have an opportunity to fill those canceled appointments.

RockTape

Dr. Sullivan provides the service of using RockTape taping to injured areas of patients. It is a very effective treatment and the tape typically stays on for on average 4 days. **The cost of RockTape has increased, and as a result there will be a \$5.00 charge per RockTape session.** This charge includes the tape and time it takes to properly tape the injury.