OFFICE POLICY

1. NO EMAIL OR TEXT CANCELLATIONS ACCEPTED
2. OFFICE HOURS:

Monday 1:00-9:00 pm

1. 48 HOUR CANCELLATION POLICY
2. Sessions start on time. If patient is late the session will still end on time. If Dr Allender is late additional time will be added to the session for the difference.
3. If patients have regularly scheduled sessions & have a need for an emergency session Dr Allender will do everything reasonable to accommodate.
4. If patients do not have regularly scheduled appointments the emergency request will need to be scheduled during Dr Allender’s regular schedule.
5. Any food or beverage need to be dog proof.
6. Phone calls, emails or texts that take more than 5 minutes of Dr Allender’s time may be billed.
7. Patients who schedule biweekly or monthly must make up any canceled appointments.
8. Missed session payments are due immediately.
9. Dr Allender does not receive payment for filing insurance & is not responsible for patients whose insurance carriers create blocks in getting reimbursed. Patients are responsible for payments if insurance doesn’t pay.
10. Patients may be responsible for Dr Allender’s charges if extra time is necessary to procure payment from insurance company.
11. Simple letter charges range from $50-75; Requests will be completed in a 2-week period of time.
12. Office does not have a waiting room or public bathroom due to COVID.
13. Payment is due at time of service.
14. An active credit card will be held on file for duration of treatment. It is patient’s responsibility to update card when card on file needs to be updated.