

HealthSteps Rx, Inc.

OFFICE POLICY INFORMATION

Please Read Carefully, Complete & Sign & Return to HealthSteps Rx, Inc., Prior to Your First Appointment

Phone: 817/464-1800 Fax: 817/464-1802 Email: HealthStepsRx@advantexmail.net

Welcome to HealthSteps Rx, Inc. We very much look forward to serving you and doing our best to see that you achieve your nutritional and fitness lifestyle goals. To better serve you, we set aside a time particularly for you and we do not overbook. We understand that not everyone is ready to commit to a lifestyle change, so please make sure that you are dedicated to proceed with the program before you make that commitment. You may review "[Do You Need to Change?](#)" and "[Are You Ready for Change?](#)" to help you determine your readiness for commitment.

Our Policy and Agreement

- Several packages are available for you to choose from with built-in discounts. These packages must be purchased in their entirety by the end of the first session; otherwise, your first session and subsequent sessions are charged at the usual service fee. This is beneficial to both you and HealthSteps Rx, Inc., as it is a significant motivator to help you remain in the program and better reach your nutritional and fitness lifestyle goals. All packaged services must be completed within (6) months of purchase. Rollovers of unused appointments beyond that (6) month period will be allowed as part of a newly purchased package. You may review our current packages, prices and services at "[Nutrition and Fitness Services.](#)"
- Payment: All major credit cards are accepted at the time the appointment is made. Your account is not charged until completion of your session, unless the cancellation policy is not followed. You may, however, opt to pay with cash or a personal check at this time. There is a \$30 charge for returned checks. HealthSteps Rx does not bill your insurance company. You will be provided an invoice to submit to your insurance company for potential reimbursement.
- HealthSteps Rx does not participate with Medicare. You have the option of consulting with another healthcare professional in the surrounding area that does participate.
- Due to unavoidable scheduling constraints, appointments must end at the scheduled time. You are asked to do your best to arrive on time for your appointment. HealthSteps Rx prefers not to charge you for the full session, however, unless you cancel or reschedule your appointment at least (2) business days prior to your appointment, this will be necessary.
- To cancel or reschedule an appointment, or for any concerns, please contact HealthSteps Rx at 817/464-1800. A 24-hour phone answering machine is available. Please do not leave a message at your physician's office, as they do not forward those messages to us.
- Our schedule permitting, we will try our best to allow rescheduled appointments to be made up during the same week of a missed appointment.
- Confidentiality: All information disclosed within sessions is confidential as outlined in the HIPAA Notice of Privacy Practices.
- Consent for Treatment: In signing this contract you are consenting for treatment with HealthSteps Rx, Inc. Prior to signing, please ask any questions you need to have answered for clarification. Otherwise, it is assumed that you have read & understand all the above information, upon signing.

Today's date: _____ Name of Child, if applicable: _____

Your Printed Name: _____

Your Signature: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Alternate Phone: _____

Email Address: _____

Credit Card Name & Number: _____ Expiration Date: _____