

# Welcome To Integrative Family Wellness Center

We are pleased to welcome you as a patient of Integrative Family Wellness Center.

To make your visit with us more comfortable, we would like to take this opportunity to inform you about the practice and try to answer some questions frequently asked by new patients.

Some insurance plans may be accepted for laboratory services and/or chiropractic care. We do offer a time of service fee which may only be utilized at the time of service. Please call the office for further details regarding insurance and fees; as we ask that all new patients check their insurance benefits and coverage prior to their appointment. If your insurance company requires a referral or insurance authorization for your appointment or procedure, please make these arrangements prior to your appointment.

Bring your insurance card to your initial appointment and to all other subsequent appointments. Please inform us of any changes with your insurance and/or personal information.

The patient demographic sheet needs to include all of your current personal and insurance information. Be careful to enter the correct numbers and claims addresses, as this will help expedite the billing process.

The patient responsibility form simply states that it is your responsibility, as a patient, to know exactly what type of insurance coverage you have, and what labs you are able to use should the practitioner order labs.

You will be financially responsible for any services received if your insurance company refuses to pay. All payments and co-payments are due at the time of service.

As a new patient, you have been scheduled for a comprehensive evaluation. If you have medical records that may be pertinent to your present health condition, please bring them to your appointment or mail them to the clinic prior to your appointment. Pertinent medical records may include lab results, x-rays, MRI's, progress notes, and other diagnostics.

## Cancellation Policy:

**Due to the high demand for appointments, all appointments must be cancelled at least 24 hours in advance. Cancellations will be accepted by phone only (not email or fax). A charge equal to the amount of your scheduled appointment will be charged to your card on file for cancellations after 24 hours or missed appointments. We ask that all patients arrive at least 15 minutes before their scheduled appointment time. If you are running more than 10 minutes late, we ask that you call the clinic to reschedule your appointment and you will be charged the cancellation fee.**

To summarize your first visit, please review the following items:

1. Bring the enclosed forms **completed**.
2. Bring your medications, supplements, vitamins, etc. (medical appointments only)
3. **Bring your insurance card.**
4. Bring a valid photo ID.
5. Verify insurance coverage prior to your appointment.
6. Please arrive 15 minutes early for a new patient appointment, and all subsequent appointments, so the front desk can process all of your information.
7. We kindly ask that you refrain from all cell phone use during your appointments.

We offer our patients a staff that is committed to providing a welcoming and caring atmosphere, while insuring excellent patient care. We appreciate your business and hope that you will find your visit with us rewarding and beneficial.

Sincerely,  
The Staff at IFWC



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