

COMMUNICATION POLICIES UPDATE 7-17-22

CANCELLATION, RESCHEDULING, AND NO-SHOW FOR APPOINTMENTS

The following **cancellation/rescheduling** policy was created to protect the large blocks of valuable time that are allowed for each consultation, and to be fair to those people on a waiting list who would like a consultation. Please read this policy carefully so there will be no misunderstanding. There is a 48 hours (2 days) cancellation policy. This also applies if you no-show to your scheduled appointment. **Initial**_____

IMPORTANT: (each point needs to be initialed)

(1) Scheduling and rescheduling is done by calling 714-639-4360. Making an appointment or rescheduling will NOT be done via text, email or FB messaging. Cancellations can be done via text, email, or FB message. **Initial**_____

(2) If you cancel without rescheduling before your recommended care is complete, you will be discharged from having any future consultations with Dr. Ettinger. If the missed appointment is not rescheduled within 72 hours it will be assumed, by both parties, that care has been self-terminated. **Initial**_____

(3) You will receive an email and/or text message, through Setmore, reminding you of your upcoming appointment. If you are a no-show for that appointment you will be discharged from having any future consultations with Dr. Ettinger. **Initial**_____

(4) If you no-show for your appointment and would like to still be a patient, you will be required to pay for the missed appointment and will be required to pre-pay for all future appointments. **Initial**_____

(5) If you are discharged and would like an outside referral to a recommended practitioner, please contact the office. Up to three referrals will be provided to you. **Initial**_____

(6) I'm aware that Dr. Ettinger can't assume the liability for my healthcare if I choose to self-diagnose, self-treat, or self-determine when my original health concern(s) is/are resolved, stabilized, or handled especially without a proper follow-up consultation and follow-up diagnostic testing. **Initial**_____

ADDITIONAL EMAIL, TELEMEDICINE OR ZOOM SUPPORT FEE SCHEDULE:

Dr. Ettinger will write up and/or verbally explain your nutritional protocol. That said, you may feel you need additional clarification. Also, during your protocol, you may have many questions or situations that pop up that may require direct communication, which is normal and understandable. Dr. Ettinger is here for you as your coach and he wants you to succeed and regain the quality of health and life you desire.

(1) Dr. Ettinger has a large health consultant and chiropractic practice. Responding to detailed requests via TEXT or FB MESSENGER is not possible nor is it an efficient way to get your questions or concerns handled. This should be done via EMAIL, PHONE or IN-PERSON. **Initial**_____

(2) If you call or email Dr. Ettinger with questions that require more than a 'yes' or 'no' type of answer, he will send/explain this policy back to you with an estimate of the time needed to handle your request. You can respond with a confirmation that you accept the terms or just call-in to schedule a time for a telemedicine consultation. **Initial**_____

Additional time spent on the phone, Zoom, or through e-mail will be at a rate of \$30 per five (5) minute block of time. Please be mindful of this. You are encouraged to pre-purchase blocks of time. By doing so, you will receive a graduated discount. On average, most clients use between 60 - 90 minutes for fine-tuning and support. This fee can't be used for products. By written request, any unused time will be refunded. The refund will be prorated to the amount of time used, and may not be at the original (discounted) rate you purchased. **Initial**_____

15-minute blocks of time - \$88

30-minute blocks of time - \$133 (20% discount)

60-minute blocks of time - \$246 (30% discount). This discount will also apply to any amount of time bought after your first 60-minute block of time is purchased.

1. Future payments for all follow-up support will be made before such support is given and it's best to have this in place when you receive your protocol via email or first consultation.
2. If a credit card is kept on file your initials below grant Ettinger Inc. authorization to bill your credit card for time spent responding to your email inquiries, phone calls, or Zoom. **Initial**_____

Please print your name here: _____

Date: _____