

FINANCIAL POLICY

Thank you for choosing Integral Audiology for your audiology needs. We are committed to you and your improved hearing and tinnitus. We also want your experience with us to be a positive and productive one. To that end, we want to take this opportunity to inform our patients and their families of our payment policies. This knowledge will help you be better prepared for your appointment.

Integral Audiology is a participating provider with several insurance companies in the area. We can assist you in determining whether or not we are a participating provider for your insurance plan.

Insurance coverage is an agreement between you and your insurance company. We, as healthcare providers, just execute that agreement for you. Insurance companies do not cover, in full, all goods and services. While we verify coverage specifics with your insurance company as needed, please understand that these are NOT a guarantee of coverage or payment. There may be situations where your insurance company does not cover the specific good or service you are requesting.

Payment in full is due at the time the services are provided. You are responsible to pay all out of pocket expenses such as co-pays, co-insurance, deductibles, and the costs of non-covered services on the date the service is provided or the item is dispensed. All hearing aid related charges must be paid on the date you take possession of the aid, accessory, or supply.

Integral Audiology accepts payment in the forms of cash, check, and credit card. We also offer a third-party credit program through Care Credit. There will be a \$30 fee for all bounced or returned checks.

It is important that each patient accepts and meets their financial obligations to this practice. Otherwise, we will be unable to provide care to any of our patients. Integral Audiology reserves the right, following 120 days of the initial invoice, to forward all outstanding balances to either a third-party collection agency and/or small claims court. We also reserve the right to discontinue care or service to patients who have not met their financial obligations to us.

RESPECTFUL CONDUCT POLICY

At Integral Audiology, we are committed to fostering a welcoming and respectful environment for all. We kindly ask that all patients treat our staff and fellow patients with courtesy and respect at all times. In return, you can expect to be treated with the same level of dignity, compassion, and professionalism by our entire team. Mutual respect is essential to maintaining a safe, comfortable, and supportive clinic experience for everyone. By scheduling and attending appointments at our practice, patients agree to adhere to these expectations.

Respectful Communication: Disrespectful or aggressive language, including profanity, yelling, or threats, will not be tolerated. Constructive feedback is welcome; however, we expect it to be communicated calmly and respectfully.

Appointment Cancellation: We understand that unexpected situations can arise, and we will do our best to work with you when they do. However, out of respect for all of our patients and to maintain the flow of our schedule, we may not be able to extend appointment times if you arrive late. If you are more than 15 minutes late, your appointment may need to be rescheduled. We kindly ask that cancellations be made at least 24 hours in advance. Repeated no-shows or last-minute cancellations may result in a fee or dismissal from the practice.

Proper Conduct in the Facility: Patients and visitors must maintain a quiet, respectful demeanor in waiting and treatment areas. Smoking, vaping, or using any illegal substances on the premises is strictly prohibited. Children must be supervised by an adult at all times.

Zero Tolerance for Violence or Harassment: Acts of violence, harassment, or intimidation toward staff, other patients, or property will result in immediate dismissal from the practice and, if necessary, notification of law enforcement. This includes verbal threats, physical aggression, and any form of discriminatory or inappropriate behavior.

Compliance with Treatment Plans: Patients are encouraged to actively participate in their care and follow their treatment plans as prescribed by their provider. Non-compliance may hinder your progress.

Social Media and Privacy: To protect privacy, patients and visitors may not record videos, take photographs, or make social media posts involving staff, other patients, or the facility without prior written consent.

Failure to adhere to this policy may result in one or more of the following actions:

- Verbal or written warnings.
- Dismissal from the practice and transfer of care to another provider.
- Reporting incidents to law enforcement if necessary.

By receiving care at Integral Audiology, you agree to comply with our Financial Policy and Respectful Conduct Policy. Your understanding and cooperation help us provide exceptional care and maintain a safe environment for all.