



Welcome to the office of Dr. Raja Din. Our mission is to empower you to regain control of your own health care. We will work with you to develop a treatment plan that incorporates both traditional healthcare and holistic treatments where applicable. Our team strives to provide you with the excellent medical treatment and customer service that you deserve. In return, we expect that you will reciprocate with the same courtesy and respect. Ultimately you are responsible for compliance with the treatment plan we develop together. If you do not comply with the treatment plan or endanger your own health, we will be unable to continue to work with you and provide care.

Our entire team values our relationship with you and takes your privacy seriously. We have provided you with information regarding our privacy and financial policies. Please review those policies before signing. If you have any questions, our front desk staff is happy to assist you.

Our financial policy is ***non-negotiable***. Co-pays, payments and balances by patients are due at the time of service without exception. We accept cash, checks, and most major credit/debit cards. **We have a strict \$50.00 no show fee for patients who fail to show up for a scheduled appointment and for those who fail to cancel their appointment at least 24 hours prior to their appointment. Additionally, there is a \$100.00 fee for cancellation of a procedure without a minimum notice of three (3) business days. This includes same day cancellations and no shows.** Enforcement of this policy makes it possible for us to accommodate patients who would like to be treated in a timely manner and to continue to provide all of our patients with quality care. In the event that a check that you present to us is returned (NSF item), an additional fee of \$35.00 will be assessed over and above the amount due for service. You, the patient (or the financially responsible party) will be accountable for any finance charges, collection agency fees, attorney's fees, or court costs in the event of a failure to pay any balance due or default of a payment agreement. Please address any financial questions to our Office Manager, Tia House.

Although we accept many health plans, our relationship is with you, not your insurance company. We will file all charges in a timely manner and provide the insurance company with any needed information, however ultimately all charges are your responsibility at the time of service. You are responsible for understanding your deductible and what your coverage entails. **In the event that your health insurance carrier determines a service to be not covered you will be responsible for the resulting charge.** It is your obligation to resolve any dispute with your insurance company if you disagree with the insurer's determination.

We look forward to working with you to achieving your best digestive health!

Regards,
Dr. Raja M. Din & Staff