

Chiropractic, Massage, & Nutrition  
Dr. Diane M. Grant  
5836 Bellflower Blvd.  
Lakewood, CA 90713  
(562) 461-3998

### OFFICE POLICIES

1. We are a family practice geared to treating the whole family. Therefore, it is not unusual that there will be children here getting treated and / or waiting in the reception area. Please understand if it seems a little hectic at times.
2. If you are a parent and your children are here, please take them in the room with you. We are not able to provide 'day care'. Please do not allow them to be overly loud or run around, as we treat many people who are in a lot of pain and need to relax while here.
3. Your first visit here will consist of filling out paperwork, viewing a video, personal consult with the Doctor, Chiropractic examination, X-rays if needed, and a computerized scan of your nervous system. Please allow for at least one hour for this visit.
4. If you are in severe pain, you may request treatment following the examination. We will do our best to fit you into the schedule. Plan for an additional 15 minutes once you get into a room. The only treatment rendered on the first visit will be physical therapy modalities aimed at reducing inflammation of pain.
5. **WE NEVER ADJUST ANY PATIENT ON THE FIRST VISIT!!** We can schedule another appointment later in the day in severe cases, but we need time to evaluate the x-rays and test results so that we are sure to give you the best and safest treatment for your condition.
6. Your second visit will include watching another video, a complete report of our findings from your exam and x-rays, and our recommendations for care. The cost for this is included in the first visit. Please allow 15-25 minutes for this consult.
7. If you accept our recommendations and wish to become a patient here, treatment can start immediately following the consult. You will be charged for this treatment, and it will take about 30-40 minutes.
8. **We encourage all patients to attend our Spinal Care Classes to get extra information on how you can speed up your treatment time. The dates of the classes will be posted around the office or you can ask one of the staff members in the office, there is no charge for attending this class.**
9. We offer extended massage therapy here ONLY when the Doctor deems it necessary as part of your treatment plan.
10. Because we are dedicated to addressing the body as a whole, treating muscles and ligaments as well as the spine, sometimes we run a little behind schedule. Please be patient and know that when it is your turn, we will give you the same attention to detail that you deserve.
11. **Please be courteous and help us to stay on our schedule by calling if you are more than 5 minutes late or canceling your appointment no less than 6 hours in advance. If you are more than 15 minutes late, you have to wait to get fit into the next available appointment slot.**
12. **To keep you on schedule with your treatment plan, recommended by Dr. Grant, we ask that if you miss or cancel an appointment that you make up that appointment within the same week.**
13. **If you miss a massage session and do not give us 6 hours advanced notice, we reserve the right to bill you (or your insurance) for this visit.**
14. Your health and happiness are extremely important to us. If you have questions or comments about your treatments, our office, or any of our staff, please speak to Dr. Grant directly. We will always go out of our way to make you feel like family here.

**WELCOME TO A BETTER WAY...**

**CHIROPRACTIC, MASSAGE, & NUTRITION!**

I have read and understood the above stated Office Policies and agree to abide them.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name