

1. From the Client's perspective:
  - a. Is another provider available? Is the client provided a choice if they do not wish to see another provider? **Primary Doc to see said patient will be Alex. If Alex is unavailable, they will have the opportunity to see another Doc we have on staff or wait to see Alex**
  - b. What happens if their provider is unavailable for an extended period of time? **Opportunity to see another Doc we have on staff or wait till Alex becomes available. There will be times when we're away that Alex will not be able to treat. I would like to wove into the contract that this will be a thing that occurs but that we will do everything possible to let the patients know when we are unavailable in advance**
  - c. How are visits tracked? **Tracked the same way they are today with Alex's software**
  - d. How does the Client make appointments? **Via website or by calling the office and scheduling. Concierge patients will also have access to a private number to reach Alex**
  - e. How soon can the Client be seen after an appointment is made? **This will depend on patient needs. If its an emergency, Alex will get them scheduled around patients on the books during normal business hours. If it is after hours and also an emergency, Alex can see them within 2 hours at his office or can conduct an at-home visit**
  - f. What happens if the Client doesn't qualify for concierge services? **I created a questionnaire (see attached) to weed out patients who won't qualify in an effort for them to turn themselves away without us saying no. However, if someone pays \$1750 up front, I doubt we will tell them no.**
  - g. Is an initial consultation required? Or is this limited to Clients who have already been with the practice? **Yes, an initial consultation will be required unless they are existing patients who wish to convert to this private service**
  - h. Is there a "use or lose it" policy? **No. The access is use as much or as little as you wish. If they spend \$1750/month and only utilize it once, that is on them. There is no max to these services.**
  - i. What is considered a medical emergency or extenuating circumstances that would allow the Client to terminate the Agreement? **Severe injury that chiropractic care no longer provides the necessary value to the patient. Debilitating injuries, patient moves.**
  - j. Need more details on the scope of services – what is covered/what isn't covered **Chiropractic adjustments, dry needling, cupping therapy, theragun massage, heat to area, xrays, decompression machine**
  - k. Performed communication methods and expected response times. **During normal business hours concierge service patients will call either practice location, email, or come into the office. After hours needs there will be a private number provided to the clients**

- l. If a refund is provided, how? Same payment method? Check? **Refund will be provided via the method that it was issued. Charges for credit card processing will not be reimbursed**
  - m. Seems one-sided if the Provider can terminate for any reason **Does it matter?**
  - n. What if Client is unhappy with the services? **We'll look to review and rectify situation. We will not reimburse for services already provided but would be happy to let patient out of contract to avoid public disputes that may damage the brand**
  - o. Who can be present when the Provider comes for a house visit? **If the patient is under 18, a legal guardian must be present. Otherwise, anyone.**
  - p. What happens if the Provider is late for the appointment? **It might happen due to traffic. I say we get an hour buffer just in case?**
  - q. What are the benefits of doing this versus going in for regular services? (longer visits, same day/next day appointments, weekend appointments?) **After normal business hours appts and access to the doc to ask questions, weekend appts.**
  - r. Who is best suited for this program? **High net-worth clients, professional athletes, clients who want privacy/don't want to be seen publicly**
2. From the Provider's:
- a. Should additional insurance coverage exist if the Provider goes to the Client's homes/places outside the office?
  - b. Should there be a late cancellation fee charged? **Yes. Lets charge a cancellation fee of \$150 if cancelled 3 hours or less**
  - c. What are the Client's obligations? (follow treatment guidelines, keep scheduled appointments, conduct during visits) **Follow treatment guidelines**
  - d. What is reasonable regarding the Provider's availability under this program? Should there be limitations on the times? Should there be a limit on the number of visits Clients are allowed during the 90-day period? **No limitations since we currently offer an unlimited monthly subscription model. If someone is being see after-hours 4+/week, I say we tack on an additional \$250. Provider will be available normal business hours M-F. After hours will include 7pm-12am, and two weekends/month. The weekend hours will be 5am-11pm**
  - e. How often can a Client reschedule within 90 days? **They are welcome to reschedule as much as they want since the fee will be charged the 1<sup>st</sup> of each month. If they pay and never get seen during the month due to them rescheduling, that's on them for not utilizing the services available to them**
  - f. When does the Agreement start? First visit? When signed? When the fee is paid? **Agreement starts post consultation (for all net new patients) once the contract is signed.**

Payment is due same day as contract signing. Each payment thereafter is due the first of the month