

# Terms and Conditions

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**Effective Date:** 9/1/2026

Welcome to **B Well Chiropractic & Wellness** ("B Well," "we," "us," or "our"). These Terms & Conditions ("Terms") apply to patients receiving services from B Well Chiropractic & Wellness and to visitors who access or use our website and related online services.

By scheduling an appointment, receiving services from B Well Chiropractic & Wellness, submitting information through our website, or using our website, you acknowledge that you have read and agree to these Terms, as applicable.

These Terms are intended to establish clear expectations regarding our services, appointments, payment and insurance, website use, and other aspects of our relationship with patients.

## 1. Our Services

B Well Chiropractic & Wellness provides chiropractic and wellness services within the scope of practice permitted under applicable Michigan law.

Our services may include:

- Chiropractic examinations and evaluations
- Chiropractic adjustments
- Rehabilitation services
- Therapeutic exercises and related rehabilitative care
- Other chiropractic or wellness services offered by B Well Chiropractic & Wellness that are within the provider's lawful scope of practice

The specific services recommended for each patient will depend on the patient's individual circumstances, examination findings, health history, and clinical needs.

Chiropractic care is not a substitute for emergency medical care. If you are experiencing a medical emergency or symptoms requiring immediate medical attention, call 911 or seek appropriate emergency medical care.

## 2. Patient Information and Responsibilities

Patients are responsible for providing B Well Chiropractic & Wellness with complete and accurate information relevant to their care.

This includes, as applicable, information regarding:

- Current and previous health conditions
- Injuries and accidents
- Surgeries and medical procedures
- Medications and supplements
- Allergies or sensitivities
- Previous chiropractic or other healthcare treatment
- Changes in health status
- Insurance and billing information

Patients should promptly inform their chiropractor of any significant changes in their health or symptoms.

Patients are encouraged to ask questions about their recommended care and to communicate any concerns, discomfort, or changes in symptoms to their provider.

## 3. Chiropractic Examination and Treatment

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An examination may be performed before treatment is recommended or provided. The examination may include a health history, physical assessment, orthopedic or neurological evaluation, and other assessments or procedures appropriate to the patient's circumstances and within the chiropractor's lawful scope of practice.

Treatment recommendations are based on the information available to the chiropractor at the time of evaluation.

Patients have the opportunity to ask questions regarding recommended treatment, including its purpose, potential benefits, potential risks, and alternatives.

No particular outcome or degree of improvement can be guaranteed.

## 4. Potential Risks and Individual Results

As with other forms of healthcare, chiropractic care and rehabilitation services may involve potential risks and side effects.

Depending on the services provided, patients may experience temporary soreness, stiffness, tenderness, muscle discomfort, headache, or other reactions.

Individual responses to chiropractic care vary. B Well Chiropractic & Wellness does not guarantee a particular result, outcome, recovery time, or level of improvement.

Patients should provide complete and accurate health information so that their chiropractor can make appropriate clinical decisions.

## 5. Appointments

Appointments are scheduled based on availability.

Patients are encouraged to arrive on time for scheduled appointments. Arriving late may reduce the amount of time available for the scheduled service.

B Well Chiropractic & Wellness does **not charge a cancellation fee**.

Patients are nevertheless encouraged to provide as much notice as reasonably possible when they need to cancel or reschedule an appointment so that appointment times can be made available to other patients.

B Well Chiropractic & Wellness reserves the right to modify appointment scheduling practices when reasonably necessary.

## 6. Fees and Payment

Patients are responsible for payment for services provided by B Well Chiropractic & Wellness, subject to applicable insurance arrangements and legal requirements.

Payment is due at the time services are provided unless other arrangements have been made with the practice.

B Well Chiropractic & Wellness requires payment of applicable copayments, deductibles, coinsurance, non-covered services, or other patient-responsibility amounts.

## 7. Insurance Billing

B Well Chiropractic & Wellness will **attempt to bill the insurance company or health plan information provided by the patient** when applicable.

Submitting a claim to an insurance company does not guarantee that the insurance company will pay the claim or that a particular service will be covered.

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Insurance coverage is determined by the patient's insurance plan and applicable plan terms. Patients are responsible for understanding their insurance benefits, including deductibles, copayments, coinsurance, exclusions, limitations, authorization requirements, and network restrictions.

**Any balance resulting from services provided by B Well Chiropractic & Wellness that is not paid by the patient's insurance company or otherwise covered by a third party is the patient's responsibility, to the extent permitted by applicable law.**

Patients should contact their insurance company directly with questions about coverage or benefits.

Nothing in these Terms is intended to waive or limit any patient protections or rights that apply under Michigan or federal law.

## 8. Insurance Information

Patients are responsible for providing accurate and current insurance information.

Patients should notify B Well Chiropractic & Wellness of changes to their insurance coverage as soon as reasonably possible.

If incorrect, incomplete, expired, or outdated insurance information is provided, the patient may be responsible for resulting charges or balances to the extent permitted by applicable law.

## 9. Medical Necessity and Coverage

A service may be clinically appropriate or recommended by a healthcare provider but not covered by a particular insurance plan.

B Well Chiropractic & Wellness does not guarantee that an insurance company will determine that a particular service is covered, medically necessary, or reimbursable.

Insurance claims and reimbursement decisions are made by the applicable insurance company or health plan.

## 10. Referrals and Additional Healthcare

B Well Chiropractic & Wellness may recommend that a patient consult with another healthcare professional when additional evaluation, testing, treatment, or specialized care may be appropriate.

Patients are encouraged to follow appropriate medical recommendations and seek additional care when advised.

B Well Chiropractic & Wellness is not responsible for the services, treatment, or decisions of independent healthcare providers or facilities.

## 11. Emergency Situations

B Well Chiropractic & Wellness is not an emergency medical facility.

Our website, email, text messages, patient portal, and other electronic communications should not be used to report an emergency or obtain immediate medical assistance.

If you believe you are experiencing an emergency, call **911** or go to the nearest emergency department.

## 12. Communications

B Well Chiropractic & Wellness may communicate with patients by telephone, email, text message, patient portal, or other communication methods provided by the practice.

Electronic communications may involve privacy and security risks and may not be reviewed immediately.

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Patients should not send urgent or emergency medical information through email, text messaging, website forms, or other electronic communications.

By providing contact information, patients acknowledge that B Well Chiropractic & Wellness may use that information for appropriate practice-related communications, subject to applicable law and our privacy practices. Message and data rates may apply for text message communications.

We will reach out at appropriate times to remind, confirm or set up appointments via email, text and phone. Automated messaging is used for reminder messages that are sent at the frequency of your visits. At any point you can opt-out of text messaging by responding HELP or STOP within the message.

## 13. Privacy and Protected Health Information

B Well Chiropractic & Wellness respects the privacy of patient information and will handle protected health information in accordance with applicable federal and Michigan laws.

Applicable privacy practices are described in the practice's **Notice of Privacy Practices**, which may be provided separately to patients.

Certain uses and disclosures of health information are permitted by law for purposes including treatment, payment, and healthcare operations. Other disclosures may require authorization or consent, depending on the circumstances.

## 14. Medical Records

Patient records are maintained by B Well Chiropractic & Wellness in accordance with applicable laws and professional requirements.

Patients may have rights concerning access to and copies of their health records. Requests for records should be made through the practice in accordance with applicable procedures.

Michigan recognizes patient rights concerning medical records, privacy, dignity, and appropriate care in applicable healthcare settings.

## 15. Website Information

Information available on the B Well Chiropractic & Wellness website, including articles, blog posts, videos, graphics, social media content, and other educational materials, is provided for general informational and educational purposes.

Website information is not intended to constitute individualized medical advice, diagnosis, or treatment.

Reading or using information on our website does not, by itself, establish a doctor-patient relationship between you and B Well Chiropractic & Wellness.

You should consult an appropriately qualified healthcare professional regarding your individual health concerns.

## 16. Website Use

You agree to use the B Well Chiropractic & Wellness website only for lawful purposes.

You may not:

- Attempt to gain unauthorized access to the website or its systems;
- Interfere with the operation or security of the website;
- Introduce malicious software or harmful code;
- Use the website to violate applicable laws or regulations;
- Copy, reproduce, distribute, or commercially exploit website content without authorization; or

- Submit information that is knowingly false, misleading, fraudulent, or unlawful.

## 17. Intellectual Property

Unless otherwise stated, the content of the B Well Chiropractic & Wellness website, including its text, logos, graphics, photographs, videos, branding, and other materials, is owned by or licensed to B Well Chiropractic & Wellness.

You may view and use website content for personal, non-commercial purposes. No portion of the website may be reproduced, modified, distributed, republished, or commercially exploited without prior written permission, except where otherwise permitted by law.

## 18. Third-Party Websites and Services

Our website may contain links to websites, applications, or services operated by third parties.

These links are provided for convenience and do not necessarily constitute an endorsement of those third parties.

B Well Chiropractic & Wellness is not responsible for the content, availability, security, privacy practices, or policies of third-party websites or services.

## 19. No Guarantee of Website Availability

We make reasonable efforts to maintain our website and keep information current; however, we do not guarantee that the website will always be available, uninterrupted, error-free, or completely current.

We may modify, suspend, or discontinue portions of the website or its functionality at any time.

## 20. Minors

Patients who are minors must have the consent or involvement of a parent, legal guardian, or other authorized person when required by applicable law.

B Well Chiropractic & Wellness may request documentation establishing authorization to consent to treatment or access information concerning a minor.

## 21. Changes to These Terms

B Well Chiropractic & Wellness may update these Terms from time to time.

Updated Terms may be posted on our website or otherwise provided to patients. The updated Terms will become effective on the date indicated in the revised version.

Continued use of our website or receipt of services after an update may constitute acceptance of the revised Terms to the extent permitted by applicable law.

## 22. Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, that provision shall be interpreted or limited to the extent necessary to make it enforceable, if possible.

The remaining provisions will remain in effect to the fullest extent permitted by law.

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## 23. Governing Law

These Terms shall be governed by the laws of the State of Michigan, except to the extent that applicable federal law controls.

Nothing in these Terms is intended to waive any right or protection that cannot legally be waived.

## 24. Contact Information

### **B Well Chiropractic & Wellness**

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For questions regarding these Terms, please contact B Well Chiropractic & Wellness using the contact information above.