

Patient Agreement — Colorado

Please read, sign, and return before your first visit.

David Walters, DO, PhD, MBA

iCONMED

Colorado Springs, CO

719-544-0199

Thank you for choosing iCONMED. Here's how we work — plainly stated, so there are no surprises.

WE ARE A CASH-PAY PRACTICE

We don't accept or bill insurance — for any reason. We won't contact your insurance company, send office notes, handle prior authorizations, fill out insurance forms, or provide superbills, billing codes, or any diagnostic codes. Dr. Walters has opted out of all government programs and is not a Medicare or Medicaid provider. If you are on Medicare or Medicaid, please do not submit your visit charges to them. We will, however, gladly provide an itemized receipt upon request.

PREPAYMENT FOR NEW PATIENTS

Your new-patient consultation fee is collected in full at booking or shortly after, by card. You will be contacted by our office to confirm your appointment and complete payment. Your appointment is not confirmed until payment is complete. Established-patient follow-ups are not prepaid — they're paid at the time of service by cash, check, card, or CareCredit.

Here's why: Dr. Walters travels seven hours one way to hold a two-day clinic in Colorado once a month. There are a maximum of six one-hour new-patient slots per day. Your prepayment reserves an hour of physician time exclusively for you.

CANCELLATION & RESCHEDULING

- Cancel or reschedule with **72 or more hours' notice** — full refund, no questions asked.
- Cancel or reschedule with **less than 72 hours' notice** — your prepaid fee is not refunded, but it is applied in full to **one** rescheduled visit.
- **No-show** (no notice at all) — the fee is forfeited.

Genuine emergencies happen. If one prevents you from attending, call us — we will work with you.

MEDICATIONS & SUPPLEMENTS

Some medications and supplements are sold at the office for your convenience. Refills are not available before the refill due date. If medication is lost, broken, or stolen, we are not obligated to replace it — you'll need to wait until the due date. If someone else picks up your medication, they must bring payment and a copy of their driver's license.

REFUNDS

No refunds on prepaid medical programs, supplements, durable items, or prescription products purchased from this office. (Visit-fee refunds are governed by the cancellation policy above.)

HOW WE COMMUNICATE

We use **Spruce Health**, a HIPAA-compliant platform, for all patient communication — calls, video visits, and intake forms. One number for everything: **(719) 544-0199** via the free Spruce app.

I, _____, have read and understand this agreement and accept its terms.
(printed name)

Patient Signature

Date