



Acupuncture and Chinese Herbal Medicine

Office Policies

General Policies

- Payment for appointments is required at the time of your visit.
- All payments will be made by cash or check. Credit cards are not accepted at this time.
- Returned checks will incur a \$25.00 fee, due and payable immediately.
- Chinese herbal prescriptions and patents must be paid in full when picking up herbs. Prescriptions that are custom prepared and not picked up within two week of preparation will be charged to the patient's account. Services will be suspended until the account is rectified.
- Chinese herbal prescriptions (once prepared) and patents (once opened) are non-refundable.

Cancellation and Late Policy

- 24 hour notice is required to cancel an appointment. If you don't reach the office, leave a message which will be date and time stamped to record your call.
- There is a 50% visit charge for cancellations made within less than 24 hours.
- There is a 50% visit charge for all no-show or missed appointments.
- Please call in advance if you are running late. We will do our best to fit you in.
- BE AWARE, if you are late, your treatment will be cut short if there is an appointment that follows yours.
- If you are more than 25 minutes late, you will not be seen unless there is an open appointment following yours. If we are unable to treat you, your scheduled visit will be treated as a missed appointment and 50% charge will be due.

Causes for Dismissal

- We reserve the right to dismiss patients for inappropriate conduct, non- or late payment of fees, and medical or safety concerns where the practitioner deems it unsafe to receive treatment.
- Patients who demonstrate a consistent pattern of tardiness (over 15 minutes late, more than 3 times in a one year period).
- Patients who cancel appointments (more than 3 consecutive times or 5 times in one year).
- Patents who miss appointments without notification (more than 3 times in one year).

Patient signature: _____ **Date:** _____