



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, check, credit card, health savings account or Venmo.
- Returned checks will incur a \$25.00 fee, due and payable immediately.
- Custom herbal prescriptions must be prepaid before ordering.
- Custom herbal prescriptions (once ordered) and patents (once opened) are non-refundable.

Cancellation and Late Policy

- 48-hour notice is required to cancel an appointment by text message to 480-258-1474.
- There is a \$50 charge for cancellations made within less than 48 hours. I have no desire to charge you and if I can fill your slot there will be no charge.
- Please call in advance if you are running late. We will do our best to fit you in.
- If you are more than 15 minutes late, you will not be seen unless there is an open appointment following yours and you will be charged \$50 if I cannot get you in.
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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
- Patients who cancel or miss appointments (more than 3 in a 6-month period).

I have read and consent to these office policies.

Patient signature: _____ Date: _____