



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, Venmo or credit card.
- Returned checks will incur a \$35.00 fee, due and payable immediately.
- Custom Chinese herbal prescriptions and patents must be paid in full prior to order placement.
- Chinese herbal prescriptions (once prepared) and patents (once opened) are non-refundable.

Cancellation and Late Policy

- An active credit card will be kept in your file.
- 48-hour cancellation notice for all appointments, so I can try and fill the slot. No charge, if I can fill the slot. \$50 cancellation fee, if I cannot fill the slot.
- For no-shows the full payment for the visit will be charged to your account. This is especially important for new patients.
- BE AWARE, if you're late, your treatment will be cut short if there is an appointment that follows yours. I'm happy to provide a full appointment if there is no appointment following 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 no-show and full payment will be charged to your account.

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).
- Patients who miss appointments without notification (more than 3 times in one year).

Patient signature: _____ Date: _____