

## Policies

The following policies and procedures are in place to insure that your care is as efficient and effective as possible.

**APPOINTMENTS:** We make every effort to remain on schedule. We believe that respect between patient and practitioner includes respect for each other's time. If you are late, your remaining time may not be sufficient for a full treatment, so treatment will be tailored to fit within the time available or you have the option to reschedule. Occasionally, there are situations that arise that cause us to run over. If we are late, it will not effect the time of your treatment. If you have time constraints, please let us know.

It is recommended that you wear loose fitting clothing to appointments for your comfort and to make acupuncture points accessible. You may bring a pair of shorts or loose undershirt to change into.

### CANCELLATION/LATE ARRIVAL POLICY:

Your appointment time is reserved solely for you, consequently, a 24-hour cancellation policy applies to your appointment. You may leave a message on our voice mail system at any time of day to cancel your appointment, and it will date and time stamp your call. If you are unable to cancel your appointment 24-hours in advance, a cancellation charge for the full treatment fee will apply (If you must cancel due to an emergency, please explain to the clinic).

Please do your best to arrive on time for your appointment. If you find that you are running late, please call the clinic to let your practitioner know and we will do our best to accommodate you, depending on schedule availability.

**CONFIDENTIALITY:** All information gathered within the context of treatment is held in strict confidence and will NOT be released without your written consent. However, if your insurance is covering your treatments, they have the right to request copies of all records pertaining to your treatment.

**PAYMENT:** Payment is expected at the time of the visit unless other arrangements have been made in advance. We accept cash, check, and credit cards. Acupuncture is covered by worker's compensation, auto insurance and a number of private insurance policies. Should you have coverage, we can discuss the procedure for billing and payment.

## Policy Acknowledgement

Patient Name

I have read and agree to the policies outlined above.

Initials

Today's Date