

## Office Policies & Procedures for Patients

### New Patient Appointments

- Please allow approximately 1 1/2 - 2 hours for this appointment. During your first visit we will be conducting a comprehensive review of your health and medical history; including your treatment goals.
- Please arrive at least 15 minutes prior to your appointment time to complete the registration process. This will enable you to get your full scheduled time with the Acupuncturist.
- Be sure you have eaten prior to your visit, but do not eat a large meal.
- Drink water and stay well hydrated
- Wear loose, comfortable clothes
- Refrain from overexertion, drugs or alcohol for at least six hours after treatment
- Follow your treatment plan between visits

### Missed Appointments

- All appointments are considered confirmed at the time they are made.
- Because of the length of time we have reserved for you, please call the office at least 24 hours in advance to reschedule or cancel an appointment. Our policy is to charge for missed appointments at the rate of a normal office visit. Your treatments will be more effective if you follow your practitioner's guidelines and stick to your treatment schedule. Please help us to serve you better by keeping scheduled appointments.

### Late Arrivals

- If you arrive more than 10 minutes after your scheduled appointment time, it may be necessary to reschedule. However, the missed appointment fee will still apply.
- If you choose to keep your appointment, your visit time will be shortened accordingly.
- Please call if you are running late.

### Supplement, Herb, and Homeopathic Return Policy

- We sincerely hope you get the desired effects from the supplements you purchase. However, no one can guarantee that this will happen. Each person is unique in their response. One person may notice great benefit from a supplement, while another may have a side effect or an allergy.
- Combining certain supplements together and/or combining certain supplements with prescription medicines can sometimes lead to unexpected reactions. We cannot guarantee a supplement will help you; however, the products we are offering are of the highest quality available.
- There are no refunds on any supplements or homeopathic remedies.

### Medical Records Release

- A signed release is required before any information in your chart can be mailed/faxed to you, another physician or third party.
- The cost of handling copying of your medical records for yourself will be a minimum of \$10.
- Records are sent to your physician at no charge.
- If you are having records sent to our office, please have them mailed to our office. Faxed copies are difficult to read.

### Payment Policy

- Payments are due in full at the times of service.
- No refunds are issued for any packages. All packages are final sale.

### Emergencies

- We **do not** practice emergency medicine. If you have an emergency, please call 911 or report to your local emergency room.

**You are acknowledging that you have read, understood, and agree to our office policies.**

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_