



**Susan L. Shaver, Lic. Ac.**

Licensed Acupuncturist and National Board Certified Herbalist

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## OFFICE POLICY & NEW PATIENT INFORMATION

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### **Appointments**

We encourage you to schedule appointments in advance to ensure you receive and retain the time slot you most desire. If you have scheduled appointments in advance and wish to make changes, it is your responsibility to cancel existing appointments. If you are unsure about an appointment, please call the office. If you receive our voice mail, kindly leave a message with your name and number where you can be reached and our staff will call you back promptly.

At times the office may have abbreviated hours or may be closed for holiday observation. You will be informed of such changes in advance. In the case of inclement weather, office staff will contact you if the office will be closed and to reschedule your appointment.

### **No Show/Cancellation Policy**

Your missed appointment is a missed opportunity to extend a visit to someone else in need. Our office requires a minimum of **24 hours** notice to cancel an appointment. If you have missed or rescheduled an appointment with less than 24 hours notice, you will be responsible for the **50% charge of the customary office visit fee**.

### **Late Arrivals**

We understand that occasionally unforeseen circumstances arise that prevent you from being on time to a scheduled appointment. We unfortunately have time constraints that do not allow for patients being more than 20 minutes late. If you find that you are running late, please call the office to avoid making an unnecessary trip. This will be considered as a late cancellation and subject to the above policy. If possible, we will make every effort to accommodate your circumstances.

### **Payment and Insurance**

The office is set up for direct pay only. We do not bill insurance companies but are happy to provide you with the documentation you may need to submit for reimbursement. We ask that you pay at the time that services are rendered. Checks and cash are acceptable forms of payment. If a check is returned, a fee of \$25.00 will be applied to your account. We do not take credit cards.

### **Account balances**

All account balances, including any additional charges, must be current before treatment will resume. All account balances over 14 days past due are subject to a finance charge.

### **Attire**

Loose, comfortable clothing is recommended as Acupuncture therapy involves palpation and treatment of various parts of the body. Draping will be provided to ensure modesty. Please refrain from wearing excessive jewelry, as some metals may interfere with the efficacy of the therapy. In consideration of our environmentally sensitive patients, we ask that you refrain from wearing perfume, strongly scented oils or lotions on the days you visit the office.

### **Cell phone and Pagers**

For your safety and comfort, we kindly ask that you turn off cell phones and pagers while at the office. For emergency purposes, you may keep your phone close to your person and in a non-ringing mode.