**OFFICE POLICIES**

**Appointment Hours**

For patient convenience, appointments are scheduled Monday-Friday. Office hours 10am-5pm M-F.

**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 15 minutes late. If you find that you are running late, please call the office to avoid making an unnecessary trip. If possible, we will make every effort to accommodate your circumstances. At times it may be necessary for you to reschedule.

**Privacy Policy**

Notice of Privacy Practices is provided to all patients at their first appointment and is also available for viewing in the Integrative Acupuncture office.

**Cancellation Policy**

If patients need to cancel or reschedule an appointment, we require 24 hours’ notice as a courtesy to our practitioner and so that other patients who are on the wait list can be notified. Rescheduling is based on practitioner availability and schedule availability.

**Returned checks**

Personal checks are accepted as payment as a convenience to our patients. If a check is returned the patient is responsible for the amount of the check plus any bank expenses incurred.

**Account balances**
All account balances must be current before treatment will resume.

**Cell phone**
For your safety and comfort, we kindly ask that you turn off cell phones and pager during treatment. For emergency purposes, you may keep your phone close to your person and in a non-ringing mode.

**Herbal Formula Return Policy**

Patent herbal formulas may be returned for credit towards other services only if they are

unopened, and the seal is not broken. **Custom herbal formulas cannot be returned.** The patient will be asked prior to each time the formula is re-ordered if they plan to continue the formula. **Once the formula is ordered it cannot be returned and payment is expected, even** **if the patient decides not to continue use of the formula.** These formulas are custom made for each patient and cannot be used for any patient other then the one it was ordered for.

**Pediatric Patients - Treatment Room Policy** Patients 17 years or younger - One parent, or guardian, is required to remain on the premises while the patient is being treated. It is acceptable for him or her to wait in the waiting room, or in the treatment room if they prefer.Patients 11 years or younger – One parent, or guardian, is required to remain in the room with the patient during and throughout the treatment. Please note that no other person may be in the room throughout the treatment with the exception as stated above. It is at the practitioner’s discretion to make any exceptions to this policy.

**For clinical reasons** it is the policy of this practice not to accept patients who are concurrently undergoing acupuncture or herbal therapy by another practitioner. Exceptions are made on an individual basis.

**Policy Updates:** These policies are updated periodically and can be viewed by patients in the Integrative Acupuncture office on request.