

## **Office Policies and Procedures**

### **Initial Appointments:**

- All initial paperwork must be completed, signed and received by our office at least two business days prior to your scheduled appointment or your appointment may be cancelled. You may email, mail or fax us these forms, but the originals should be brought to our office at your visit.
- Any changes in scheduled first appointments must be made at least two business days in advance. **Missed or late changed appointments will be charged at the full visit rate.**    \_\_\_ \_\_\_

### **Cancellations and Changes:**

- If you cannot keep a scheduled appointment, you must notify us a minimum of one business day prior to your scheduled time, or you will be charged for the missed appointment.
- Patients who forget their appointment or cancel less than one business day prior to their appointment will be required to pay for the missed visit. Please understand that a missed appointment could have gone to a patient on the waiting list. Reminder calls & emails from our office are made as a courtesy; patients are responsible for their scheduled appointments.

### **Your Visits:**

- As a courtesy to patients with allergies and chemical sensitivities, please refrain from wearing perfumes or heavily scented products when in our office. Please turn off or silence your cell phone while in our office.
- We value our patients' time. In order to keep on schedule, we request that you arrive on time for your appointments. If you are more than 10 minutes late for a scheduled appointment, we may not be able to see you and will treat it as a missed appointment. Please allow sufficient travel time and take traffic conditions into consideration.
- Please allow enough time for your complete visit. If you know you need to leave our office by a specific time, please let us know when you first arrive and we will do our best to accommodate you.
- Our office must receive laboratory test results at least 24 hours prior to the appointment when they will be discussed.

### **Supplements:**

- If for any reason you are unable to take your recommended supplement product as directed or have questions about their use, please let our office know as soon as possible.
- Unopened bottles in resalable condition can be returned for office credit within 30 days of purchase.
- Refrigerated items cannot be returned. Special order items cannot be returned.

### **Payment:**

- Payment is due at the time of your appointment, unless alternate financial arrangements have been made.
- Accepted methods of payment are: Cash or Check. Returned checks will incur a \$25.00 fee.

### **Insurance:**

In order to help control your health care costs, our office does not directly bill insurance companies. A "Superbill" receipt detailing diagnostic codes, procedures and fees can be provided to you for each visit. This receipt can be submitted to your insurance carrier for reimbursement. Some services and conditions may not be covered by certain health insurance plans. It is your responsibility to know what your insurance plan covers. We are not responsible for unpaid claims by your insurance company for services we provide. Our office does not accept insurance liens, assignments or any reimbursement from your insurance carrier.

### **Acknowledgement of Review of Notice of Information Practices**

I have reviewed and understood **Healing Roots Acupuncture** Notice of Information Practices handout. I understand that paper copies of the Notice are available for my files and I may request a copy at anytime.

I have reviewed, understood and agree to abide with the office policies and procedures stated above.

\_\_\_\_\_  
Patient's Signature

\_\_\_\_\_  
Date

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