



Patient Responsibility Policies

Welcome to our community! We provide high quality acupuncture at an affordable price. Our policies are designed to maximize efficiency and minimize costs, to keep our prices low and provide affordable acupuncture to as many people as possible.

Please initial your consent below:

Initials

<p>Treatment fees: <i>Pay whatever you wish on the scale, no questions asked!</i> New patients: \$30 - \$50 sliding scale (this includes the \$10 new patient fee) Returning patients: \$20 - \$40 sliding scale</p>	
<p>Missed appointment fees: <i>To keep our prices affordable, we have a <u>strict cancellation policy</u>. It is your responsibility to make sure that appointments are made and changed/cancelled correctly. The only exception to these fees are cancellations because of inclement weather.</i></p> <p>Late cancellation fee: \$15 for cancellations made with less than 24 hours' notice No-show fee: \$20</p> <p>The online scheduler will not allow you to cancel appointments with less than 24 hours' notice. You will need to call us promptly at (860) 683-0011 and leave a voicemail to cancel or reschedule.</p>	
<p>Other payment info:</p> <ul style="list-style-type: none"> • We take <u>cash and checks</u> only. • If you need a receipt for insurance or HSA/FSA, take one at the payment station and have your acupuncturist sign it. Or ask us to print a receipt for multiple dates. • Payment is due at time of service. We cannot accept pre-payment for future treatments. • Bounced check fee: \$20 	
<p>Late arrival: You are expected to be in your chair and ready for needles at your appointment time. Your appointment with your acupuncturist is <u>10 minutes</u>. We will do our best to accommodate you if you arrive late, but we will first treat those who arrived on time. If you are late and we are unable to fit you in, we will consider it a missed appointment and will assess the <u>\$20 fee</u>.</p>	
<p>Treatment time: You may rest with your needles for 45 minutes – 1 hour. The clinic closes 1 hour after the last appointment time.</p>	
<p>Quiet clinic policy: To maintain a quiet space, please silence your cellphone <u>before</u> entering the clinic, and always talk in a quiet voice or whisper. We encourage you to listen to music or guided meditation on headphones, provided it is not audible others.</p>	
<p>Communication: Acupuncture feels great! If for some reason you do not feel comfortable, please let us know immediately by making eye contact with a staff member.</p>	
<p>Safety: Please do <u>not</u>: walk in the clinic without shoes, leave your chair while needles are inserted, or remove your own needles.</p>	
<p>Commitment: Acupuncture is a process. It is very rare for acupuncture to resolve a problem with only one treatment. On your first visit, we will suggest a course of treatment based on your treatment goals. In order to get good results, it is important to commit to the treatment process.</p>	

Printed name: _____ Date: _____