***AcuWell Integrative Health: Office Policies***

***Cancellation/ No-Show Policy:*** *We are committed to offering the best care to our patients. Because of this, we require 48-hour cancellation notice on all appointments, except in the case of emergency. You will be billed in full for your missed appointment if not cancelled 48 hours prior. If there is a waiting list, and we are able to fill your appointment from that list, your fee will be waived.*

***Late/ Re-Scheduling:*** *Please arrive five to ten minutes prior to your appointment. If you know that you are running behind for your appointment, please call to verify that we will be able to complete your full treatment. If you are 10 minutes late or more, we will need to reschedule your appointment to provide you with a complete treatment. This may incur a cancellation fee.*

***Prior to Treatment:*** *It is important to eat prior to receiving acupuncture. Please have a meal or snack before coming to your appointment. If you have not eaten prior to your appointment, it may be necessary to reschedule.*

***Medical Release:*** *Certain medical conditions may require a signed note from your medical doctor prior to receiving treatment. Some conditions may include, but are not limited to, high-risk pregnancy, certain types of cancers, heart disease, or clotting disorders. It is your responsibility to notify AcuWell Integrative Health, llc of any changes in your medications or medical conditions.*

***Returned Checks:*** *Returned (bounced) checks will incur a $35 processing fee.*

***Insurance Reimbursement:*** *AcuWell Integrative Health, llc does not accept health insurance. Upon request, an itemized invoice will be provided for you to submit to your insurance for reimbursement purposes. Flex spending or health savings accounts may be used, based on your plan.*

***Cell Phone Usage:*** *As a courtesy to others, please silence your cell phone while in the clinic.*

***Treatment Packages and Programs:*** *AcuWell Integrative Health, llc is extending me the option to pay a reduced fee based on pre-purchasing a treatment package or program. All sales are final. All pre-purchased packages must be used within one year of the date of purchase. Missed visit without following the 48-hour cancellation policy will use one treatment from the pre-purchased package or program in place of being charged the cancellation fee. If there are no more treatments in the package, the cancellation fee based on the current policy price will be charged.*