



## **Albany Acupuncture Clinic**

### **Cancellation and No-Show Policy**

#### **Dear Patient:**

In order to fairly and effectively manage the scheduling of your appointments, please review and comply with the following policies. We hope you understand our need to implement these policies. When we are notified of a patient's inability to come in for an appointment, we can offer that time to another patient who may have an immediate need to be seen or is on a waiting list.

**Cancellations:** Albany Acupuncture Clinic requires at least a 24-hour notice from the patients who find it necessary to cancel a scheduled appointment with our provider. Appointments that are not cancelled 24 hours in advance will be billed \$72.00, unless immediate circumstances preclude the communication (sick child, family emergency, etc.). If you cancel and/or do not show for more than three appointments in a 365-day span, it is within the provider's discretion that you may be discharged from services.

**No Shows:** Patients with poor attendance of scheduled appointments may have services discontinued by our clinic. Your referring physician or the VA will be notified if required.

**Nondiscrimination Policy:** It is the policy of the Albany Acupuncture Clinic to provide services to all persons without regard to race, sexual orientation, color, national origin, handicap, or age in compliance with 45 CFR Parts 80, 84, and 91 respectively. The same requirements are applied to all and there is no distinction in eligibility for or in the manner of providing services.

**All services are available without distinction to all people regardless of race, sexual orientation, color, national origin, handicap, or age. With respect to that, please be aware that there is no ramp into our building and that there are a short series of steps to come into the clinic.** Mandi Schwendiman is the person designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped).

If you have any questions concerning Cancellations or No Shows at Albany Acupuncture Clinic, please call our office at (541) 928-2171. Thank You