**Acupuncture Works**

**Office Policy**

APPOINTMENTS

***Please try your best to be ON TIME for your scheduled appointment.*** Please respect your appointment time and realize when you are late it can affect our scheduling. If you know that you will be late, please call so we can rearrange our schedule, otherwise you may have to wait to be seen.

CANCELLATIONS or NO SHOWS

We require 24 hours notice for cancellations. Please call the office as soon as you are aware that you will not be able to keep your appointment. If you are calling after business hours, please leave a message on our answering machine. We realize that unexpected things happen that can change your weekly schedule. The following cancellation policy will help you to know what is expected when the unexpected occurs:

* If you cancel with less than 24-hours notice, you will be responsible for a $25.00 fee.
* If you are an Insurance patient, you are personally responsible for this fee, the Insurance Company will not be charged.
* In the event of extremely hazardous weather, there will be no charge if you cancel the

same day. If you fail to call, you will be charged a $25.00 fee.

* If the office is closed due to hazardous weather, our office will notify you via phone or

internet.

* If you do not show up for your scheduled appointment and do not call to cancel, you will

be charged a $25.00 fee.

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I acknowledge I have read and understand the above policies. Date