



Policies and Practices

_____ **Cancellation:** We understand that cancer treatment and recovery involve unpredictable circumstances. However, we do ask that you give us 24 hours notice if you need to cancel your appointment. The exceptions to this policy are if you are feeling extremely ill or have an emergency, in which case please let us know as soon as you can that you will not be keeping your appointment. If you cancel within 24 hours of your appointment (late cancel), or do not show up for your appointment more than twice, you will be asked to participate on "same day appointment only" status.

_____ **Payment:** We ask that you pay for your session at the time of service. You may pay by check, cash or credit card. In addition, for your benefit, it's best if you check in with the office before your session. You can pay at that time and schedule your next appointment(s). This allows you to relax and focus on your healing after your session.

_____ **Sliding Scale:** Our services are offered on a sliding scale basis. We ask that you pay within the scale if at all possible. Because we understand that cancer treatment can extend over a long period of time, and our services are more effective when used consistently, we want you to find a payment you can sustain over that period of time (and into your recovery) for best results. If you truly cannot afford to meet the minimum, we can further supplement your care with our Patient Assistance Fund. We can offer you one "below scale" session per week. Additional sessions at this rate will be based upon need and availability of funds, and will be offered at the discretion of the Executive Director.

_____ **Medical Records:** In general, you do not need to provide us with your medical records. If, however, our providers feel that more information is necessary to provide the best care possible, we may ask that you obtain a copy for us, which will be scanned into your chart. The paper version can be returned to you or kept in a locked file cabinet.

_____ **In case of illness** If you are ill and running a fever of over 100 degrees, have a serious cough, or may have an infectious illness, please do not come in for your treatment. As many of our clients are in treatment for cancer and may have compromised immune systems, we ask that you exercise caution and do not expose others to viruses and other pathogens. Please just give us a call as soon as you are able to let us know you will not make your appointment.

_____ **Treatment reactions:** If you experience any adverse or unexpected reactions from your treatment, please let us know as soon as possible. You may contact our Executive Director, Teri Adolfo at 206-218-2610 or you may contact your provider directly. It is important that you let us know what you are experiencing so we can offer you the best care possible.

Thank you!