

SCHEDULING & PAYMENT POLICIES

Our goal is to provide the best possible medical care in a timely manner. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Our Appointment Cancellation/No Show Policy is described below.

APPOINTMENT CANCELLATION and "NO SHOWS". We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" schedule. A "no show" is someone who misses an appointment without canceling it within 24 hours or more in advance, and the appointment is considered "unattended".

HOW TO CANCEL AN APPOINTMENT. If it is necessary to cancel your appointment, we require that you call no later than one day in advance (24 hours).

For cancellations, please call the clinic line at **352.548.2332**. If you do not reach the receptionist, please leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and give you the next available appointment time. *Please remember that your appointment must be cancelled with the clinic, not an individual practitioner.*

APPOINTMENT TIMES. We make every possible effort to begin appointments at the scheduled time. Please be punctual. We understand that delays can happen, however, we must try to keep the other patients and practitioners on time. If you are running late, please notify the clinic. If a patient arrives 15 minutes or more past the scheduled time, we may have to reschedule the appointment.

UNATTENDED CLINIC APPOINTMENT. **A fee of \$25 will be charged for any kind of appointment unattended by the patient unless the appointment was cancelled 24 hours or more in advance of the scheduled visit.**

APPOINTMENT REMINDERS. Our clinic provides text message and voice message appointment reminders. We ask that you not rely solely on this service for remembering your appointment. The responsibility of attending and cancelling appointments still rests with you, but we do hope this will make things easier.

NEW PATIENT APPOINTMENTS. The first ACUPUNCTURE appointment is a detailed intake, diagnosis and physical examination. This takes a full two hours. Acupuncture needles, and usually moxibustion, are used in subsequent visits. In order for your initial visit to be worthwhile and effective, and because we are a teaching clinic, we ask patients to commit to an intake appointment plus two subsequent acupuncture treatments. (Advance payment is only collected for the initial visit.)

The first CHINESE HERBAL MEDICINE appointment is a detailed intake, diagnosis and herbal prescription. The cost of herbs is additional to the charge for your visit.

PAYMENT OF SERVICES. For increased safety during COVID-19, we are collecting payment for professional service in advance of your appointment. Credit card payment is preferred. There is no refund for unused treatments purchased as a treatment package (i.e. 3 for \$100) and all treatments must be used within one calendar year from the date of purchase.

INSURANCE. The Academy may be billing your insurance. The usual and customary rate billed for our services is substantially higher than the discounted rate offered at the time service is provided.

CURRENT APPOINTMENT FEES.

Acupuncture

Master's program students provide supervised acupuncture care. (90-120 minutes).

\$45 Initial Visit

\$35 Treatments

Chinese Herbal Medicine

Master's program students develop customized Chinese herbal formulas. Prescriptions are filled at our on-site herbal dispensary. (60-120 minutes)

\$45 Initial Visit*

\$35 Treatments*, plus cost of herbs

*For patients receiving both acupuncture and Chinese herbal medicine care, we offer a reduced rate for the **Chinese Herbal Medicine** clinic:

\$20 Initial Visit

\$20 Treatments, plus cost of herbs

Students

We offer a student rate for the **Acupuncture** and **Chinese Herbal Medicine** clinics. A valid student ID is required.

\$25 All visits, plus cost of herbs

Licensed Faculty Practitioners

Licensed acupuncturists provide one-on-one acupuncture and/or Chinese herbal care in our faculty clinic. (45-120 minutes). Licensed practitioners set their own fees.