



## FINANCIAL POLICY

Maplebrook Acupuncture Clinic makes every attempt to make alternative health care, as Acupuncture and Chinese Medicine, available to as many people as possible at the most affordable rates.

In respect to our intention to offer high quality services at affordable prices

- Payment is due at the time of service.
- There is a \$35 charge for any returned checks.
- **We ask for minimum of 24 hours' notice in advance of any cancellation or rescheduling of an appointment by calling 918.814.7650 (leave a voicemail) email to [ibercak@yahoo.com](mailto:ibercak@yahoo.com)**
- **All card transactions have a fee of 3.5%.** No fee with cash/checks.

All appointments that are rescheduled or cancelled with less than 24-hour notice, and appointments missed without notice, will be charged 100% of new patient fee or follow up visit fee. No refunds on packages.

If you are late 10 minutes or more, and WE ARE NOT able to provide the service, you may be asked to reschedule and pay 100% of the service cost. This is a standard, legally enforceable practice to protect the physician's time and income.

If you don't show and don't call for a visit you will have to pay future visits at the front desk.

**DO NOT REPLY TO SYSTEM EMAILS OR TEXT CONFIRMATIONS.** Our system will not receive it. Any cancellations that are not directly cancelled with the clinic (**918.814.7650** or [ibercak@yahoo.com](mailto:ibercak@yahoo.com)) will result in a fee.

*I understand life is busy and these appointments can be viewed as "luxury" or "unnecessary" to many people, so they are not taken seriously. Please remember that these appointments are made for patients' wellbeing and are our livelihood and are very important to us and any small business service provider. I have read and fully understand these policies and all of the information detailed above.*

Signature \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Printed Name \_\_\_\_\_