
Welcome and Policies for the Ayaffa Healing Space

Welcome to the Ayaffa Healing Space! I look forward to working with you. I want to reassure you that acupuncture is safe and, by and large, painless. Most people experience it with an overall sense of relaxation and well being. To help serve you better, I've listed some guidelines and office policies. Please sign the Client Acknowledgement below and bring this form and your health questionnaire with you to your first treatment.

- Please eat 1 to 2 hours prior to your appointment time.
- Please fill out the enclosed forms and bring them with you to your first appointment.
- Please come in 15 minutes before your appointment to complete your Health History Questionnaire if you have not already done so.
- Please wear or bring loose-fitting clothes if possible.
- Please do not wear perfume or scented body lotions to the Healing Space. We are a fragrance free environment.

Appointments and Fee Information:

Your initial visit will last approximately 1½ hour; return visits are 50 minutes. This time will be spent interviewing you regarding your medical history and primary complaint, conducting a physical examination based on Traditional Chinese Medicine (TCM), and performing a course of treatment. *My fee is \$185 for the first office call and \$100 for repeat visits.* Payment is due at time of treatment.

New patients with Insurance are strongly encouraged to verify your acupuncture benefits and coverage with your Insurance company. Remember that even if you have acupuncture benefits, your condition may not be covered and quoted benefits from Insurance companies are not a guarantee of coverage. As a courtesy we will bill your Insurance, however, **any uncovered expenses are the patient's responsibility.** Your co-pay is due at time of treatment. If insurance does not pay for your sessions, a \$10 billing fee will be added to each treatment for the billing service I hire to process your insurance. In addition, a \$10 charge will be added every 30 days if there is an unpaid balance. After 90 days, your account will be forwarded to a collections agency. If you would rather pay me in full and send a superbill to insurance yourself, you will not incur this \$10 fee.

Payment Method:

I accept payment by cash and check. There is a \$30 penalty for a bounced check and only one occurrence is permitted. If a second check bounces, I will require cash-only payment in the future.

Cancellation and Lateness Policy:

If you are unable to keep your appointment for any reason, I ask that you call my office at least 24 hours in advance to cancel or reschedule the appointment. Otherwise you will be charged \$85 for the missed appointment. If you are 20 or more minutes late, your appointment will be cancelled and you will be charged for the appointment. Insurance is not responsible for this fee.

Client Acknowledgement:

I have read the preceding information and have been given the opportunity to ask questions clarifying the content. I understand that If insurance does not cover my visits, I am financially responsible for all charges and agree to pay for the services rendered. I understand the contents of this disclosure and agree to abide by these policies.

Signature of Client

Date