

## Office Policies

By consenting to receive any treatment from your practitioner, Reneé Mink, DACM, Dipl OM, LAc, you also agree to the following office policies:

**Financial Responsibility:** I understand I will be responsible for 100% of the fees at the time of service. If my insurance company, for whatever reason, does not cover my treatment, I agree to pay the full balance of the charges due.

**Late Cancel:** A fee equaling half the cost of my scheduled appointment will be due if I cancel or reschedule my appointment within 24 hours of my scheduled time.

**No Call, No Show:** A fee equaling the full cost of the missed appointment will be charged if I do not notify the office at least 24 hours in advance of my intent to cancel or reschedule. To avoid this charge, I understand I need to call my practitioner at least 24 hours in advance if I think I will miss my appointment.

**Late Start:** I understand that if I am late for my appointment, my treatment will be shortened, and the session will end on time. If I am more than 15 minutes late for my appointment, I understand my appointment will be considered a No-Show unless I call my practitioner within 24 hours to reschedule and will be subject to the Late Cancel fee.

**Other Fees:** A fee of \$20 is due for each non-sufficient fund (NSF) check written.

**Card on File:** I agree to allow my practitioner to securely save and charge my card on file for payment of any outstanding fees on my account.

**Inappropriate Behavior:** I understand that my practitioner is a licensed professional whose intention is to provide me therapeutic care. I understand this office has a zero-tolerance policy for inappropriate, unwanted, aggressive, violent, or sexual behavior.

**Voluntary Termination of Care:** If you suspend or terminate your care at any time, your portion of all charges for professional services and fees is immediately due and payable to this office. All services rendered by this office are charged directly to you, and you, ultimately will be personally responsible for payment. A 1% per month finance charge will be added to any outstanding balance once treatment is concluded, or should you prematurely discharge yourself from care, or my care be terminated for any other reason.

**Animals:** Only documented service animals may be permitted in the office.