

ACUPUNCTURE CENTER OF PORTLAND
511 SW 10th AVE, SUITE 1006 · PORTLAND, OR 97205

Dear New Patient,

We believe that good communication is required in any relationship and as we embark on a new relationship, we want to familiarize you with our policies:

Patients are expected to pay for services as they are rendered unless other arrangements are made in advance. Charges are based on the procedures done and the time spent with you. Evaluations for new conditions, special procedures, and extra time spent will incur additional charges above the usual base charge for a returning visit. Payment at the time of the visit results in significant discounts for each visit. We accept cash, check, VISA or Mastercard (including HSA) for payment.

With application of discounts for payment at the time of the visit, a standard new patient acupuncture appointments is \$150.00 and last about one and a half hours and return visits are \$95.00 and last about an hour. Herbs or other services such as manual therapy or far-infrared heat therapy, if used, will be an additional charge. These additional charges for other therapies will range from \$5 to \$25 each. Let us know if you have concerns about charges and we can discuss them with you.

If you have insurance that covers for acupuncture or herbs, we can provide you with a slip that will be suitable for submitting to your insurance company for reimbursement. Some patients have insurance for acupuncture that covers through a Preferred Provider Organization (PPO) on which we are listed as a provider. If you think you may be covered in this way, please let us know immediately, present your insurance card, and differing payment arrangements can be made. Please be aware that you would still need to cover any deductible on your plan, and any co-pays. Also, some plans now have multiple co-pays for different services and they may not have coverage for some services beyond the acupuncture. You would be responsible for these charges. If you have questions about insurance, please let us know.

We have an answering machine where you can leave questions for us, including queries about scheduling appointments by phone. 24 hour notice is required if you need to cancel an appointment. If you have a 9:00 A.M. appointment on Tuesday, you must cancel by 9:00 A.M. on Monday to avoid being charged. The charge is \$60.00 for a late cancellation or missed appointment.

We ask that you are on time for your appointment. If you are more than fifteen minutes late, you may not get a treatment on that day, and you may be charged for a missed appointment, at our sole discretion.

Feel free to call when you have questions regarding your treatment, your progress, your herbal formula, or other concerns. Please leave a message on our voice mail. Let us know the best time to reach you and we will return your telephone call as soon as we are able. If the matter is urgent, or if you are having a medical emergency, call 911 instead.

If you would like to know more about Oriental medicine, please let us know. We have materials here to read and suggestions for other sources for more information.

Patient (or Guardian) Signature: _____ Date _____

Patient (or Guardian) Printed Name: _____