

# Uchida Acupuncture Office Policies

**Late arrivals:** If you arrive more than 15 minutes past your scheduled appointment, you may be asked to reschedule or your treatment time may be cut short so as not to intrude upon another patient's appointment time.

**Cancellations:** Please notify Uchida Acupuncture of a cancellation AT LEAST 24 HOURS before your appointment date in order to avoid any penalties.

**Health Insurance and Cash-paying Patients:** You will be allowed one late cancellation without penalty, after which you will be charged a *\$25.00 late fee* for subsequent late cancellations. A no-show, which is failure to attend your appointment without prior notification, will result in an immediate \$25.00 late fee for the first incident and the full treatment charge of \$60.00 for all subsequent incidents.

**Work comp Patients:** You will be allowed one late cancellation without penalty. Subsequent late cancellations or no-shows will be documented and reported to your primary treating physician. *Following the third incident you will be discharged from acupuncture therapy due to non-compliance with the treatment plan.*