



Financial Policies and Procedures

Points of Origin, Acupuncture and Herbal Clinic is pleased to offer holistic healthcare services to you. The initial visit is usually 1½ to 2 hours in length and the standard fee is \$150. Each follow up visit lasts about 1 hour and the fee is \$80. If you are age 60 years or more, you have earned a *senior citizen discount* on services (making the initial visit \$135 and follow-up visits \$70). Children (age 13 years and younger) are \$150 for initial visits and \$70 for follow up treatments. Certain specialized therapies are offered under other categories and may be priced differently. Please ask us for clarification if this applies to you. Herbs, vitamins, supplements, essential oils, books, and other materials are priced individually.

We request payment for your treatment at the time of service. Payment may be in the form of check, cash, debit, Visa, MasterCard, Discover or American Express. We will bill your insurance for you and accept your copay, if you have one of the following plans with specific coverage for acupuncture: Premera Blue Cross, Regence Blue Cross, or Lifewise. If your insurance company is not one of the ones we participate with, we will provide you with an invoice receipt (containing all the appropriate billing codes) for you to submit to your own insurance company. In this manner, *your insurance company will reimburse you directly.*

Cancellation Policy

If you need to cancel or reschedule we ask that you do so at least twenty-four hours before your appointment time. Giving us this time allows us to contact other patients who may be waiting for an appointment. New Patients who cancel with <24 hours notice and established patients with 2 prior cancellations with <24 hours notice will be charged at the half-rate fee the first occurrence and the full-rate for all other missed appointments. *NOTE: if we can fill your appointment time, we will not charge you at all, so please give us notice of your schedule change as soon as possible.* Although we now offer reminder calls as a courtesy, please do not rely on them entirely as unforeseen circumstances may prevent us from reaching you.

Your Records and Privacy

As health care providers, we keep a record of the health care services we provide to you. You may ask to see a copy of your record or correct your record at any time. Because Points of Origin participates directly with certain insurance plans and submits claims electronically, your medical records are subject to the provisions of the HIPAA regulations, regarding allowable releases of information or specific mechanisms of privacy protection. Therefore, we are committed to protecting your privacy. Your records are confidential and we will not disclose your record to others unless you specifically direct us to do so, or unless the law authorizes or compels us to do so. If you have any questions or concerns please let us know.

I have read, I understand, and I agree to the above information in this policy statement.

Signature

Printed Name

Date