



**Dana Harbison, MSOM**  
**ACUPUNCTURE**

**OFFICE POLICIES**

Dear New Patient, Welcome to the world of Chinese medicine!

Please make note of the following office policies. Your cooperation will help me offer you the highest level of care and service.

1. I am unable to accept insurance assignment. However I will be glad to help you maximize your insurance reimbursement. Receipts and documentation of treatment are available upon request.
2. Payment is expected at the time of service, we accept cash, check and credit cards.
3. 24-hour notice is required for cancellation or changes made in appointments. Patients will be responsible for missed appointment fee (barring emergencies).
4. Please arrive with in five minutes of your treatment time as early/late arrivals disrupts the sessions of other patient.
5. If you need to reach me between sessions, please leave your name, telephone number and a good time to reach you on my voice mail. I will return your call within 48 hours. If you need to speak to me sooner, please indicate that on your message. Extended phone consultations between sessions will be charged on a pro-rata basis.
6. If you have questions or concerns about our work together, do not hesitate to bring them to my attention.

Thank you in advance for your cooperation. I look forward to joining you in your healing process.

*Dana Harbison, MSOM.*