

**GLENVIEW HEALING ARTS CENTER
OFFICE POLICIES**

Please arrive on time for your appointment.

I respect my patients' time and do not like to keep anyone waiting. I know our lives are busy and scheduled to the minute, but in order to honor the time commitments I have made with every patient, I ask that you arrive on time for your appointments.

Broken appointments.

I realize that emergencies arise. As you can understand, I have a business to maintain and must charge for the time that I have reserved especially for you. **However, if you cannot avoid canceling within 48 hours, I am available during your scheduled time to speak with you on the phone to discuss your progress and any changes to the formulas.** Formulas can be shipped to you or picked up during office hours. I work hard to accommodate everyone who comes to the Glenview Healing Arts Center and will try to speak with you sometime during the day if not the exact time of your appointment.

Glenview Healing Arts Center is closed on Wednesdays and we leave the office around 3 p.m. on Fridays and do not return until Monday. Please keep this in mind when canceling your appointment. **For a weekend cancellation, please call and email Claudette:** cb@claudettebaker.com to let her know. We would like to offer open appointments to a patient who needs to get booked in.

Payment is due at the time of service or when you pick up herbs.

We accept cash, check, Visa and Master Card. There is a 3% discount for using checks and cash at the time of service. Late payments will be charged 3% even if using a check or cash. Herb orders can be picked up during office hours. Please phone ahead and let us know what you need so that we can have your order ready when you arrive. If you would like us to mail your herbs, please provide your mailing address and credit card number in advance.

I do not accept assignment from insurance companies.

PLEASE NOTE; AS OF 1/1/14, ALL INSURANCE CARRIERS MUST REIMBURSE YOU FOR THE CONSULTATION PORTION OF AN APPOINTMENT, EVEN IF ACUPUNCTURE IS NOT COVERED UNDER YOUR POLICY. Some insurance companies have yet to comply with current law, and must do so, but you will need to demand compliance. If Acupuncture is a covered service in your policy, they must reimburse you for that portion of the session as well. If you need a claim form, please bring it completed and I will sign my portion of the form for your records.

Check with your accountant about Health Savings and Flex Spending Accounts. Please save your receipts and cancelled checks for filing your tax returns.

If you have any comments or suggestions, please do not hesitate to let me know. Thank you.

Patient Signature: _____

Date: _____

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