



Acupuncture NYC 303 5th Ave, Suite 1501 New York, NY 10016 ayacupuncture@gmail.com

## Acupuncture NYC Attendance Policy

Acupuncture NYC strives to provide the highest quality of care while attempting to accommodate each patient's schedule. Therefore, we provide each patient a reserved time slot with a specific therapist in order to minimize wait time and assure continuity of treatment. Consistent attendance and adherence to the planned treatment regimen is paramount to your care and recovery.

While we are sensitive to the fact that an emergency may occur, cancellations, tardiness and absences reduce our ability to accommodate the scheduling needs of our patients. As such, we request your full cooperation with the following company policy:

- If a patient is more than 30 minutes late for an appointment and fails to notify the clinic of the tardiness, treatment may be cancelled and a cancellation fee charged for missing the appointment.
- A Scheduled Appointment **MUST BE CANCELLED AT LEAST 24 HOURS IN ADVANCE** or a cancellation fee will be charged for that appointment.
- Failure to show up for a scheduled appointment without providing the clinic advanced notification of your absence will result in a fee being charged for the appointment.
- All Cancellations and absences will be documented in your medical record and reported to your physician and insurance company or third party payor.
- Repeated failure to comply with this policy will result in your appointments being scheduled based on availability, which will require you to call for an appointment on the day you would like to receive therapy.
- **URGENT:** If you wake up with a fever, cough, sore throat, etc (ANY or ALL symptoms related to COVID-19), please **DO NOT COME IN**. Phone the office at 212-757-1333 or email us at desk@dptaa.com to cancel your appointment and you can reschedule once you have confirmation that you **DO NOT** have COVID-19.

By Signing below, I acknowledge that I have read the foregoing company policy and agree to its terms.

Patient Acknowledgement/Signature \_\_\_\_\_ Date \_\_\_\_\_