

Cancellation Policy

Patients can cancel their own apts on their Jane portal outside of 24 hours of their apt. Within 24 hours, they are prompted to call to reschedule.

- If they call or cancel their apt online outside of 24 hours, there is no charge
- If they call or cancel their apt online *within* 24 hours they will be charged \$50
- If they call and cancel or No Call No Show **within 3 hours** of their scheduled apt they will be charged \$95 no matter their service.
- If the patient arrives at the clinic more than 10 minutes after the start of their appointment time, they may be subject to a cancellation of that appointment, charged, and rescheduled.

- ***We do not take cash***
- They can go buy a gift card at the store with their cash and give us that. Not only is cash a liability for us to keep, but it creates heaps more accounting on our end.

- They can pay with a check written to “Evergreen Medical Acupuncture”
- If they write a check with insufficient funds, the patient will be charged \$20 on top of the value of the check.

- Evergreen Medical Acupuncture has the right to close the clinic and cancel appointments due to emergencies, inclement weather, or illness, and the patient will not be charged for their appointment.
- EMA staff can waive any cancellation fee if they feel it falls under a valid excuse of: emergencies, inclement weather, or illness.

- The patient is required to pay for their appointment no later than 48 hours after services have been rendered. They will be charged a 15% interest on their outstanding bill every 30 days the bill is late.
- After 60 days they will be charged an additional \$120 to cover our fees for filing a summons with the county court complaint for debt collection. They will also be liable for any other costs associated with collecting your debts after 60 days. An 8% interest accrual will be added annually for unpaid bills sent to collections.