

John Ditmars, M.S., LAc., Dipl. Ac. (NCCAOM)
Cancellation and Late Arrival Policy

It is important that you arrive for your appointment on time because we only have a specific amount of time for your treatment. That being said, it's also important to be on time for the sake of other people who might have an appointment scheduled right before or after your time slot. If you are unable to make the session, I would like to fill that time slot with a patient who is on the waiting list, so it's only fair that you follow the rules.

The rules for cancellation of your appointment are as follows:

I require 24 hours notice for any cancellations for any reason. If you are unable to cancel within this time frame, your will be directly charged \$35 for the treatment. This would not be billed to your insurance, even if you are a person who has acupuncture coverage under your insurance plan.

The rules for late arrivals are as follows:

If you arrive, or know that you will be arriving 20 minutes late for your appointment, your appointment will be cut short. The reason for this is that all follow-up appointments are scheduled for an hour. If you Arriving 20 minutes late would drastically cut into your treatment time, and I would not be able to add minutes onto your time slot because other patients are scheduled for that time. If you arrive 30 minutes late, you may forfeit your appointment for the same reason.

Of course, I understand that there are emergencies that happen without notice, that would make it impossible for you to inform me that you need to cancel or if you are running 20 minutes late. However, we all deal with the same lousy Portland traffic and you should make the necessary adjustments to be on time. If for emergency reasons you cannot make your appointment, please call or text my cell (845-663-3543) as soon as possible to let me know.

Thank you for your understanding!

By signing this letter, I fully agree to follow the Cancellation and Late Arrival Rules and agree to be responsible for covering the fees of the appointments that I forfeit.

Printed Name

Signature

Today's Date