



# Catawba Natural Healing

## OFFICE POLICY AND FINANCIAL AGREEMENT

We value your relationship and care! In order for us to give you the best treatment please read through our office policy. If there are any clarifications that need to be made please do not hesitate to contact us either by sending us an email to [healthservices@catawbanaturalhealing.com](mailto:healthservices@catawbanaturalhealing.com) or by calling us directly at 828-999-4800.

1. Arrive at least 10 minutes prior to your appointment.
2. If you are coming in for an Acupuncture appointment: - Have a snack about 1 -2 hours prior to your treatment. This will help stabilize your blood sugar during your acupuncture treatment. - Wear loose fitting clothes so that we can easily access the body parts that are needed if you are getting acupuncture treatments. If not, we also have gowns for you. - Bring any supplements/herbs/prescriptions that you are taking to your appointment.
3. Naturopathic appointment: - bring your supplements/herbs/prescriptions to your appointment, the exact strength and dosing needs to be recorded in your chart. - bring any diagnostic testing results or lab results that you have & think may contribute to the reason of your visit. - bring a list of who is on your medical care team (primary provider, specialist, etc..) as well as their contact information. Review & refer to our HIPAA, financial agreement and informed consent forms if you have any questions about what we offer here at our clinic, your financial responsibility as a patient & what how we protect your personal information and under what circumstances we will release your information.
4. I understand that a credit card is required to be kept on file electronically and an authorization form must be signed to be able to book for appointments. This credit card can be charged upon the request of the client and/or when there is a remaining balance unpaid after several attempts to collect.

No shows/less than 24 hour cancellations for follow up appointments: We understand that things come up and you may need to cancel last minute or can't show up. As a courtesy, we will waive either your first no show or first less than 24 hour cancellation, whichever is first. If you have an appointment scheduled on Monday, we ask that you call us by Friday to avoid any cancellation fees. In the event that you did have to cancel with less than 24 hour notice or there's a no show, we will send out a letter outlining the clinic policy regarding missed appointments.

You are allowed a total of 3 no shows/less than 24 hour cancellation for follow up appointments before your care is discontinued. Your practitioner will mail you a certified letter explaining the discontinuance of your care and provide appropriate referral(s) for you within 10 business days. No show fees/cancellation fees will still apply as indicated in the financial agreement.

New client: If you have booked for a case review or a free consultation appointment, it is important that you show up. Failure to do so will result in immediate termination from the clinic and you will not be able to book for another appointment. In addition, a no show or less than 24 hour cancellation fee of \$200 will be charged onto the card that you provided at the booking of your case review should either of those events occur. We have a commitment to help our clients and we hope that you value your health as well as the time that we've set aside for you. Thank you for understanding

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