

Welcome!

Thank you to give this opportunity in serving you. I will gladly assist you in every way possible to improve your health and wellness. Please feel free to contact me for more information.

A few tips here for making your first and follow-up acupuncture treatments as comfortable and relaxing as possible:

- Be on time for your appointment, so you can relax!
- Please wear or bring short sleeve clothes and pants that elbows and knees can be exposed. Also, you may need to expose your abdomen or the back.
- Be sure you have eaten at least a light meal within a few hours prior of arrival. Avoid overeating and alcohol immediately before treatment. Being hungry or exhausted increased the risk of nausea or dizziness.
- Drink plenty of warm or room temperature water after your appointment.
- For best results, avoid exercise immediately before or after a treatment. Set aside enough to relax (for example, do not schedule your appointment for an hour before your workout).
- During the visit(s), you will be asked many questions, some related specifically to your complaint and others seemingly unrelated. Oriental Medicine requires more details of your daily information to consider and determine what is causing the condition or disease. Please keep in mind, I treat the whole body system, not just the symptoms.
- **Before each treatment, let the acupuncturist know, if you are:**
Pregnant, possibly pregnant or trying to get pregnant.
Taking blood thinners (Coumadin...) or on medication for high or low blood pressure.
Under the influence of drugs and /or alcohol.
If you are using a pacemaker, insulin pump, or other health care devices.

No need to cancel your appointment because of headache, cycle spasm or diarrhea, these can be treated quite as well too.

Payment

Payment is due at time of service by credit card, cash.

Promotion

We have different promotions each month of cosmetic treatments and / or skincare products. Please remember to check.

Appointment Re-schedule, Cancellation, No-Call and No-Show Policy

In any circumstance, re-schedule or cancellation of appointment with less than 24 hours notice, clients will be charged full session price.

No-Call and No-Show client will be charged a full session price, and may result in prepaid visits or discharge from the practice.

More than 10 minutes late arrival to the appointment, it will be canceled by default and the client will be charged as a full session price.

Re-Examination or Primary Health Issue Change

Each fee will be applied:

1. On or over 60 calendar days from the last appointment date,
2. Change of Primary health issue. Example: If a client primary health issue is low back pain, and then change the primary issue to vertigo.

Courtesy Reminder

The reminder is a friendly recall and it will be sent out one day in advance thru cell phone text message. Clients are highly recommended to record all their scheduled appointment by themselves. If clients do not receive the reminder, please call or come per the scheduled appointment.

Receipts

Customers can request for receipt on the same day visit, and up to 30 days from the date of the request.

Products Return

No return and refund for all products and services.

The Clinic has reserved the right to change the policies and service fees without notice.

Once again, thank you for choosing NC Acupuncture & Wellness Clinic. If you have any specific questions, please do not hesitate to contact us.

Sincerely,

NC Acupuncture & Wellness Clinic

980-229-3206

www.ncacupunctureclinic.com

We are always here to help!