

## Nyinda Clinic: Tibetan Medicine & Holistic Healing Policies

**We request a 36 hrs advance notice for cancellations of appointments or you are held responsible for full payment. MONDAY appointments require cancelation by 4pm the FRIDAY before.** These policies exist in order to accommodate the waitlist. *Snow / severe weather late cancellation fees for under 36 hrs is up to the discretion of the practitioner. Please plan ahead for winter weather! We can be flexible, but if we come and you don't without proper notice, you'll be charged full or half fees.*

All payments are due when services are rendered. We accept check, cash and travelers checks. WE DO NOT HAVE ELECTRONIC TRANSFER APPS. (Venmo, PayPal etc.) We try to not take cards as small business owners due to the accompanying fees. *We can take a card in rare circumstances, but the card use fee is added to your total bill.* If financial hardships exist, please discuss this before your appointment. **Student discounts applies only to full time students, not half or 3/4 time currently enrolled.**

Payments past 30 days past the invoice date will be billed a \$20 late fee, a new \$20 fee will be added each additional 30 days. Returned checks will have a \$30 fee for processing and bank charges.

Should quick questions by phone, or email be needed; brief, infrequent emails are accepted. Phone / email consults are generally not in our practice, and are reserved for follow ups with established out of town clients only. Please save a list of non-urgent questions between visits and we will discuss at your recheck. Phone consults are charged in 15 min increments for our hourly rate. Research requests or multiple inquiries are also charged in quarter hour sections for the time it takes. WE DO NOT HAVE TEXTING.

We are unavailable for frequent or detailed phone calls or emails. Lengthy questions by phone or email will require consultation appointments. We bill according to a quarter hour system for extensive out of office contact, based on the practitioner's discretion.

We do our best to offer appointments at the earliest opportunity, but cannot guarantee to get you in immediately. *If you have a medical emergency call your licensed medical care provider.* Please plan ahead when making follow up appointments or if you are traveling from far.

Separate appointments are made for Kunye Massage or any External Therapies. Diagnostic consults with pulse / urine and not offered together unless the practitioner requests you bring your urine during an external treatment appointment. We are unavailable to check pulse and urine without an additional clinical consult appointment and associated fees for those services when coming for scheduled external treatments; both due to time constraints and in fairness to those who pay for diagnostic appointments.

We respectfully ask you to be on time. If late, we are likely unable to give you your full appointment. If you have questions regarding your next appointment or other issues; please cover this within your allotted time. Otherwise we may ask you to make an additional phone appointment or email for a reschedule. If we're running behind, please have patience. We will absolutely do our best to make that time up to you.

Long term refills of Tibetan supplements require a re-check either by a diploma recognized *Menpa* TMD or practitioner deemed qualified to assess you according to the Tibetan System. **Refills are given only 3 times, seasonally or for 6 month maximum before a consult is required.**

*These policies are briefly outlined in both the Preparations Form and Informed Consent. By signing this policy form at the initial consult or massage, you agree to the clinic's policies and procedures regarding appointments, scheduling, phone calls, cancelations and payments.*

Signature \_\_\_\_\_ Date \_\_\_\_\_