

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.** *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. Currently we prefer to not take cards. *We can take a card in rare circumstances, but the 3.88% use fee is added to your total.* If financial hardships, please discuss this before your appointment. **Student discounts applies only to half or 3/4 time currently enrolled.**
- Payments past 30 days of the invoice will be billed a \$20 late fee, a new \$10 fee will be added each 30 days. Returned checks will have a \$25 fee for processing and bank charges.
- Should quick questions by phone, or email be needed; brief, infrequent emails are accepted as you initially learn about the Tibetan system. Phone / email consults are generally or follow ups with established out of town clients. Phone consults are charged in 15 min increments. Research or multiple inquiries are charged in quarter hour sections for the time it takes to give a written response.
- We are unavailable for frequent or detailed phone calls, texts or emails. Frequent or lengthy questions by phone or email require consultations. We bill according to a quarter hour system for extensive out of office contact which is based on the practitioner's discretion.
- We will do our best to get you an appointment at your 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.
- Separate appointments are made for Kunye Massage & External Therapies and Pulse / Urine Diagnostic Consults unless the practitioner requests you bring your urine during an external treatment appointment. We are unavailable to check your pulse and urine without an additional fees when you come in for Tibetan external treatments; both due to time constraints and in fairness of those who pay for diagnostic appointments.
- We respectfully ask you to be on time for your appointments. If late, we may be unable to give you your full appointment. If you have questions regarding your next appointment or other issues; please cover that within your allotted appointment time. Otherwise we may ask you to make an additional phone appointment. If were running behind, please have patience. We will do our best to make that time up to you.
- Long term refills of Tibetan supplements require a re-check either by a TMD or practitioner deemed qualified to assess you according to the Tibetan System. **Refills are given only 3 times, seasonally or for a 6 months 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 _____