

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!
- Please wear or bring short sleeve clothes (tank top or similar) and short loose pants that elbows and knees can be exposed. You may also 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 or after your workout).
- During the visit(s), you will be asked many questions, some related specifically to your health complaint and others seemingly unrelated. Oriental Medicine requires more details of your daily information to consider and determine what is causing the conditions 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.

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 circumstances, re-schedule or cancellation of appointment with less than 48 hours notice (no re-schedule or change for pre-paid*), client will be charged full session price. No-Call and No-Show client will be charged full session price, and may result in pre-paid 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 full session price.

Re-Examination or Primary Health Issue Change:

Each fee will be applied:

1. On or over 30 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.

***Pre-Paid:** Pre-paid amount is non-refundable and non-transferable. Each pre-paid amount is only used for a scheduled appointment, it does not allow to reschedule or change in any circumstances.

Support Document: The Clinic has no obligation to support, complete or sign any documents from third party.

Products Return: No return and refund for all products and services.

Courtesy Reminder

The reminder is a friendly recall and it will be sent out one day in advance of the scheduled appointment thru cell phone text message. Clients are highly recommended to record or bookkeep all their scheduled appointments 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 calendar days from the date of the request for all using card payments.

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!