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OFFICE
POLICY

Welcome to Stillpoint Family Health Services!

I appreciate the opportunity to serve you and welcome you to my healthcare practice. Stillpoint health services include acupuncture, naturopathic medicine, botanical medicine, biological dentistry, cranial therapy and visceral therapy for patients of all ages. My aim is to serve you well, and the office location, facilities and staff are chosen to offer you quality service in beautiful surroundings.

Office Hours:

Tuesday and Thursday, 9.00 AM to 5.30 PM.
Please arrive on time for your appointments. If you are unable to keep an appointment, please call immediately. Please give us 48 hours notice so that others may utilize the reserved time.

Payment:

As a patient in this office, you are responsible for payment of all charges incurred at the time of service. Payment of consultation services, treatments, laboratory tests and medicines prescribed are due at the time of each visit.

We accept cash, checks, VISA and MasterCard. We also offer our patients CareCredit, a special line of credit for health care services. Phone consultations and mailing of medicines are to be paid for by VISA or MasterCard at the time of service.

Insurance

Insurance is an agreement between you and

your insurance company. If you have insurance coverage for acupuncture, we will provide you with a "superbill" that you can submit to your insurance company. The company will reimburse you directly.

Phone Calls

There is no charge for a brief phone call requesting clarification of ongoing therapy. Extended conversations are billed at a pro-rated fee based on our hourly fee. It is always best to discuss your treatment and/or raise new concerns at the time of an office visit.

Cancellations

If an appointment is cancelled within 48 hours, there is no charge. If less than 48 hours notice is given (except in emergencies), you will be charged a missed appointment fee based on the amount of time reserved for you.

Please keep this page for your reference.