

Dr. Ilene Cristdahl, N.D., L.Ac.

Office Policies

Office visits are billed at \$260/hour. Acupuncture visits are typically around \$80. The initial acupuncture visit is \$120.

PHONE CONSULT POLICY:

A phone consult is NOT a follow-up phone call to report briefly on the status of a current treatment plan or to reorder supplements. A phone consult may consist of a phone call that is initiated by the patient to consult on a new illness or a flare up of a current condition that requires a medical decision and a treatment plan by the doctor. A phone consult may also take the place of an office visit and consist of a new patient intake, reviewing lab tests, consulting about health care options and designing a treatment plan. A phone consult may consist of a person consulting about an issue they are concerned about such as vaccinations, the use of antidepressants, or to get a second opinion. These phone consults need to be treated as a regular office visit and will be charged the same office rate of \$250/hour.

EMAIL CONSULT POLICY:

An email consult is NOT a follow-up email to report briefly on the status of a current treatment plan or to reorder supplements. An email consult may consist of an email that is initiated by the patient to consult on a new illness or a flare up of a current condition that requires a medical decision, research and/or a treatment plan by the doctor. These email consults need to be treated as a regular office visit and will be charged the same office rate of \$250/hour.

MISSED APPOINTMENT POLICY:

In the event that you need to reschedule your appointment, please allow at least 24 hours notice in order to avoid being billed for a missed appointment. Otherwise you will be charged a \$25 fee for missed acupuncture appointments and/or a \$50 fee for missed consults. After the 2nd missed appointment a patient will not be able to schedule in advance. It will be necessary to call the day the patient wishes to be seen and if there are any openings, an appointment will be scheduled for that day.

PAYMENT POLICY:

We strive to provide the best service possible and expect payment at the time of the consultation (or receipt of the invoice if it is a phone consultation) unless other arrangements have been made prior to the visit. Accounts are considered past due 30 days after the date of the appointment or billing invoice. If you have established a payment plan, we expect payment by the 5th working day of each month or we will charge a \$5 billing fee for each month the payment is late. If payment is not received for three months or is intermittent, the billing fee will be 10% of the amount due. If payment is still not received in a timely manner, the account will be turned over to collections.

I have read and understood the above office policies:
