

# Basic Balance

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## Clinic Policies:

### **Contact Policy:**

- Please allow up to 48 hours for a response to your email or voice mail; if a quicker response is needed, send a text message. If sending a text message, please include your name.
- In the case of a missed appointment or schedule change, I may leave a voicemail at the phone number you provide. Note that no personal health information will be shared. Please let me know if it is *not* okay for me to leave a voicemail.

**Online Booking:** Although exceptions will be made as needed, basic balance uses an online booking system, which means you are able to schedule your own appointments. The link to the schedule can be found on the homepage of the website, [basicbalancekeene.com](http://basicbalancekeene.com) Please let me know if you need help using the system.

**Wait List:** If you can not find a time in the schedule, but would like to come in, use the wait list feature on the online booking website. Doing so will submit a request to be contacted if space opens up on the days or during the times you'd like.

### **Services/Fees & Payment:**

- Initial Assessment (30 min): 40
- Acupuncture (60 min): 80 (75 if paid via cash or check at time of service)
- Facial Rejuvenation Acupuncture (60 min): 85 (80 if paid via cash or check at time of service)
  
- Acupuncture visits paid via cash or check at the time of service receive a \$5 discount
- To facilitate billing, a credit card is required to be kept on file when you book an appointment.
- HSA and Flex Spending debit cards are accepted for both products and services.
- When you book your first appointment, the online booking system will prompt you to enter a credit card that will be kept on file. At the end of your treatment, you will be asked if you'd like the card on file to be charged the amount due or, if you'd like to pay another way. If you'd like another card charged, an invoice will be sent. Payment via invoice is due within 3 days following the date the invoice is sent. If you are having trouble paying your invoice, please, let me know.
- Fees due to late cancellations or no-shows (see cancellation policy below) will be requested via invoice.
- Invoices 15 days past due will be charged to the credit card on file.
- Any fees incurred due to a check bouncing will be added to the balance due.
- Basic Balance does not accept assignment, ie. Bill insurance companies. A superbill can be supplied upon request at no charge. See website for more information about superbills.

**Privacy Note:** I often consult with other acupuncturists and health care professionals in-person, via phone, email, or online forums, in order to deliver the best treatment. No identifying information will ever be shared. Please let me know if you prefer me not to share any information regarding your case.

**Cell Phone Policy:** Please remember to set your cell phones to silent or vibrate before entering the office.

**Late Policy:** Your respect of other client's time is appreciated and treatments will end as scheduled. Arrivals less than 15 minutes late are welcome, but are still responsible for the full fee of the treatment. If you arrive 15 minutes after the scheduled time, you may be asked to reschedule.

**Cancellation Policy:** Your appointment is reserved especially for you. Reminders of your upcoming appointment will be sent via email 48 hours and 24 hours in advance. Please understand that when you forget or cancel your appointment without giving enough notice, the opportunity is missed to fill that appointment time and other patients miss the opportunity to benefit from a treatment. Therefore, I respectfully request at least 24 hours notice for cancellations. (**This policy does not apply in cases of inclement weather; it is most important that you arrive safely**).

- To avoid a \$50 fee, cancellations must be made before 3pm the day before the appointment. If the appointment is on Monday, the cut-off time is 3pm on Friday.
- The full cost of the treatment will be charged for 'no-shows' and cancellations made less than 4 hours before the appointment.
- After 3 late cancellations or 'no-shows', you may be referred to another practitioner