

Vitality
Natural Healthcare Center
Darin Mazepa, DC
134 Main Street, Emmaus, PA 18049
610.965.0023

Dear Practice Member,

Thank you for trusting your care to Vitality Natural Healthcare Center. We strive to deliver excellent health and wellness care to you, your family and to all of our practice members. As a part of our continued effort to provide you with the best care and accommodate all appointments, we have updated our Office Policies.

Payment

Payment is due prior to treatment, as stated in our New Patient paperwork. We accept cash, check, VISA, MasterCard, Discover or American Express. Payment for prepay savings plans is due as scheduled. Effective January 1, 2015, there is a 2% service fee for all prepay savings plans paid via credit card.

Cancellation, No Show or Late Show

Our staff does our best in keeping a schedule that flows productively to eliminate your waiting time. When you cancel or reschedule with less than 24 hours advance notice or fail to show for your appointment scheduled, the time that has been allotted for your visit cannot be used to see another practice member and is time lost to our office.

We understand that work obligations and family emergencies occur, however if you fail to provide the adequate advance notice for your scheduled appointment, a fee for that specific appointment will be applied to your account, separate from any prepay savings plan. The following fees will be accessed:

Entrainment	\$50
NAET/JMT	\$50
Nutritional Consult	\$75
Massage	\$40/\$70/\$90
Reiki	\$50/\$65/\$80

New Patients and Massage/Reiki Clients

All patients are required to provide a valid credit card number, including expiration date and billing zip code, in order to schedule a new patient appointment or massage/reiki appointment.

- New Patient Appointments:
 - If you cancel your appointment with less than 48 hours notice, or fail to show for your appointment without notification, your credit card will be charged for the full cost of that appointment.
 - As a courtesy, we do make reminder calls for your initial appointment. If you do not receive your reminder call or message, the cancellation policy will still remain in effect.
- Massage/Reiki Clients:
 - A credit card will be required for the reservation of a massage/reiki appointment.
 - If you fail to show or cancel with less than 24 hours advance notice, your credit card will be charged for the full cost of that appointment.

General Office Policies

We are a non-smoking, fragrance-free facility and request that no smoking be done on our premises. Due to sensitivities and courtesy of our staff/practice members, please refrain from smoking outside the building or on Vitality property.

Per HIPAA standards, we ask that all practice members and guests refrain from conducting cell phone conversations and silence all electronic devices while in our building. Should a matter require your immediate attention, we ask that you step outside of the building to address any telephone calls or correspondence.

If you are scheduled for a special appointment such as an Interim, Re-Evaluation or Consultation that requires paperwork to be completed, please complete your forms *prior* to your visit. You may be given your paperwork to be completed at the end of your last session in our office. Please understand that your feedback on these forms is very important to us. As always, our priority continues to be your wellness.

I have read and accept the above policy

Print Name

Practice Member Signature

Date