

Dawn Balusik Acupuncture

OFFICE POLICIES (rev 4.18)

Welcome to our Practice! We have implemented certain office policies and procedures to ensure safety and the highest level of care:

1. We do not dispense any herbal medicine or supplement to people who are not active patients of Dawn Balusik (meaning you have been seen for treatment within the last year.)
2. We are available for communication primarily via phone and secondarily via e-mail. Please do not text, instant message, Facebook, Twitter, or otherwise attempt communication, as these may not be received. Likewise, if you e-mail and do not receive a return e-mail within 24 hours, please call the office; phone is the most reliable route of communication for our office.
3. Dawn Balusik is available for communication with active patients for quick questions that can be answered briefly. If you have a more complex question or lengthy explanation, or if your question requires an in-depth answer, we may ask that you schedule an appointment, either in-office or on-phone.
4. We try to return phone calls and e-mails within a few hours, but sometimes that is not possible. However, we will always return phone calls by 8pm on Monday, Wednesday, and Friday. We are not in the office on Sunday, Tuesday, Thursday, and most Saturdays, and may not be available for communication on those days.
5. We **do not** practice emergency medicine. If you have an emergency, please call 911 or report to your local emergency room or urgent care clinic. If you have an urgent situation that you think does not require an emergency room visit, and you think Dawn Balusik may be able to help, please phone us. We will do what we can for you, but if your situation worsens or if you do not hear back from us within a time-frame that is appropriate for your situation, please call 911 or report to your local emergency room or urgent care.
6. We keep your health information private. If you would like a copy of our Privacy Practices, please let us know.

I have read and agree to the above Office Policies:

Name

Date