

Dear Patients,

This letter is to inform you of important updates in regards to scheduling and our cancellation policy. Thank you for taking the time to familiarize yourselves with these important changes.

### **Receptionist available via phone on weekdays, 10am-6pm**

Over the 5 years Basic Balance has been in business, managing the schedule has proven to be the most difficult and time-consuming necessity. As you may be aware, our clinic is more-often-than-not, fully booked. During the past few months, there has been an increase in demand from people in need of pain relief and help with various other health concerns. Basic Balance currently maintains a waitlist of almost 30 people. In order to best serve our community members in need, we have chosen to outsource all communications related to scheduling. Starting this Friday, we will begin working with a company that trains and provides virtual receptionists for acupuncture clinics across the country. The owner of this company has been a business mentor for Allison over the past couple of years and we are highly optimistic that our phone line will be in great hands! Our receptionists, Connie and Micah, will be available between the hours of 10am-6pm, Monday through Friday.

**If you would prefer to speak to receptionist to book, reschedule, or cancel appointments, rather than use our online booking system, please call this number:**

**603-903-0203**

**Please let us know if you experience any issues with the new phone service or our new receptionists. This is new for all of us so, we greatly value your feedback!**

### **Update to Cancellation Policy**

Please note the following update to our cancellation policy. We sincerely appreciate your understanding. In our mission to help as many people as possible, we will be implementing a strictly enforced **24 hour cancellation and rescheduling policy** effective Monday, May 9th. **Any appointment missed, late cancelled, or changed without 24 hour notice will result in a charge equal to 100% of the reserved service amount.** Your appointment is reserved especially for you. We understand that sometimes schedule adjustments are necessary and that unanticipated events happen occasionally in everyone's life. Please understand that other patients are in need of treatment. When you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to help those patients.

### **May & June will be filling up quickly**

At the moment, there are ample appointment times available through May and June but we expect these times to book up soon, as our receptionists will begin booking people from our waitlist Monday May 9th. **If you would like to schedule a treatment during the months of May and/or June, please reserve an appointment time as soon as possible.**

### **Waitlist Reminder**

We understand that it is not always possible to book ahead. We have same-week cancellations often so, if you do not see a time on the schedule that fits your availability, please add your name to the waitlist via the online booking site, or by calling our receptionist. We do our very best to make room for established patients.

Our business is continuously evolving as we search for the most effective way to help as many members of our community as possible. As such, these policy updates are subject to change. We will be sure to keep you posted.

Thank you!

Sincerely,  
Allison LAc, pp. Tracy LAc