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Phone: 407-951-7841
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Remote Diagnosis Policy

New Patient (first time) Diagnosis - \$150.00 plus herbs & shipping/insurance

1. Download the New Patient Form which is located on the New Patient Forms page of our website: www.FLTTCM.com (or we can email the form to you). Fill out the New Patient Forms and Return them to our office by emailing them to info@fltcm.com. *A payment must be on file before starting this process. *You may do so by sending the payment through **Zelle**, **Cash app**, or **Venmo** linked to **407-529-4155**. If you choose to pay by credit card there is an additional **7%** process fee for using a card remotely.

* You may do so by calling or texting us with card information. Your card information will be confidential.

2. Phone consultation with Feifei Liu at the appointed time - \$135.00 charged You can send the payment through **Zelle**, **Cash app**, or **Venmo** linked to **407-529-4155**.

Or credit card (**7% fee added for all remote credit card payments**) **You will pay \$135 prior to phone diagnosis.**

3. The Acupuncture Physician reviews your information and determines your unique herbal prescription. 4. We call/text you with the total amount for the herbs, shipping, and insurance and charge your credit card again.

5. The herbs are mailed via USPS Priority Mail or FedEx with insurance. Someone must be there to sign for the package if it is insured. If nobody is available to sign for the package, the USPS will leave a note at your address requiring that you pick the package up at the post office.

* If you provide us with your email, the USPS can email you with the package tracking detail information.

Your first follow-up diagnosis will usually be within two or three weeks, typically 3 days before your herbs run out. Please read below.

Return Patient (follow-up) Diagnosis - \$50.00 plus herbs & shipping/insurance

1. At the appointed time, or 3 days before your herbs run out, you will speak with an Acupuncture Physician.

2. The Acupuncture Physician will review it and determine your custom herbal prescription. 3. We will call you with the total for the diagnosis and herbs and charge your credit card (7% fee) or you can send payment through **Zelle**, **Cash app**, or **Venmo** linked to **407-529-4155**.

4. When your package is ready, we will know the exact cost of the shipping and insurance and will charge you actual shipping cost, **Zelle**, **Cash app**, or **Venmo** linked to **407-529-4155**. Pay over the phone with a credit card (a 7% fee).

5. The herbs are mailed via USPS Priority Mail or FedEx with insurance. Someone must be there to sign for the package if it is insured.

By filling out this form and signing below you are agreeing to always pay for your services and agreeing to our shipping policies.