

PATIENT POLICIES

1. PATIENT POLICY: ACUPUNCTURIST-PATIENT AGREEMENTS

Welcome to the office of Traditional Chinese Healing & Integrative Medicine.

The purpose of these agreements are to allow us to more completely serve you and to get the best results in the shortest amount of time. It is our experience that those patients who adhere to the following agreements get the best results.

**Please mark your initials next to each policy as you finish reading it.*

2. PATIENT POLICY: OFFICE ETIQUETTE

We ask that you keep your voice low during preferred treatment hours to avoid disturbing other patients. If you have a cellular phone, pager, or other similar electrical device please turn it off when entering the treatment area to avoid disturbing healing time.

3. PATIENT POLICY: CLOTHING

The acupuncture points used for your condition will determine the areas of your body that need to be exposed. Please wear clothing that is loose fitting (e.g.: pants that can be moved above the knee) or bring shorts. You will be notified if a towel drape or gown is necessary, which are available in our office. If you need to change clothing, you may use one of the designated rooms.

4. PATIENT POLICY: NO-WAIT CLINIC PROCEDURES

Please initial each individual procedure as you read:

1. Please arrive 10 minutes before your designated time and sign in at the front desk (for example, if you have an appointment at 1:00, arrive at 12:50) then fill out your Patient Progress Note.
2. Once your progress note is complete, proceed to the treatment studio and select an empty cubicle of your choice (curtains are pulled closed if occupied). Place your patient progress note, any personal items, and any office literature that may have been given to you on the small table.
3. The treatment tables are routinely wiped down, but a small cloth and a spray bottle of disinfectant are provided for your use on the small table if you would like to clean the table before you lie down.
4. Take off your shoes and socks. Move clothing as appropriate (eg: pull your pant legs above the knee or roll up your sleeves if appropriate). If you need to change clothing, please pull the curtain or use the restroom at the end of the treatment studio. If you have forgotten shorts, ask an assistant for a gown or towel drape.

5. Lay down on the table, face up or down, as instructed by the Acupuncturist when you initially entered care. The reason we ask you to lay down is so that you can relax. If you aren't lying down, your muscles remain tense, which keeps the Qi from flowing smoothly. You will get better treatment results if you are relaxed.
6. **REMINDER:** If the Acupuncturist comes to your table and the Patient Progress Note is not filled out completely or you are not lying down the Acupuncturist will have you do this while treating other patients.
7. To hold your preferred treatment time, we request that all appointments be made in advance. This will save you and the office time and eliminate waiting.

5. PATIENT POLICY: EXTENDED CONSULTATION--STRESS & WELLNESS WORKSHOPS

It is recommended that all patients attend our extended Health Consultation Workshops in the office or community. Those consultations provide patients with quicker healing results using simple traditional Chinese home therapies. Workshops also explain how the body functions, how Oriental Medicine works, and how results are produced. Family and friends are always welcome. This information is necessary for you to reach optimal health. If you are not able to attend and would like this educational information, extra time will be scheduled and there will be an additional personal charge.

Seminars and workshops on different aspects of health care are often scheduled and may be attended by patients under care and their family and friends. Please bring family and friends. Look for announcements regarding these programs. The extended consultation is, in part, a workshop and we ask that you bring a partner to assist in the procedures taught. If you would like to receive a discount on your care in our office by scheduling a workshop on natural healing for your organization, support group, club, or community please speak to the front desk assistant.

6. PATIENT POLICY: PAYMENT OF BILLS

We will expect you to honor the financial agreements you make with our office. If you find that you cannot fulfill the agreement you've made with us, advise our staff immediately so new arrangements can be made. We do not bill patients. Our policy is that a patient will not have a cash personal balance owing. If any treatment plans are terminated, the balance of any products or services previously provided is due in full upon termination.

7. PATIENT POLICY: PREFERRED TREATMENT HOURS

Your acupuncturist has *preferred treatment hours* to accommodate the busy schedules of every patient. During these hours, only treatment occurs. Please call to make appointments outside of preferred treatment hours if you would like to speak in private with your acupuncturist. If your current symptom pattern changes significantly, you develop a new condition, or you sustain an injury in the course of treatment (car accident, etc.),

you must call to re-schedule your appointment during our normal office hours so that the necessary time can be taken to ascertain the status of the change or injury.

7. PATIENT POLICY: MISSING OR CHANGING APPOINTMENTS

We have set up a specific course of treatment for you. A certain number of treatments in a set amount of time are required for us to get the results we both desire. Thus, we ask that you follow the guidelines below:

1. If you need to change the time of your appointment, plan to come at another time on the same day.
2. If the same day is not possible, be sure to make up the missed appointment at the earliest time possible within that week to avoid relapses or setbacks in care.
3. The appointment must be made-up within one week or there will be a \$5.00 service charge, which will be donated to the local "Habitat for Humanity" county office or charity of our choice.
4. Due to the fact this office reserves treatment time only for you and does not double book appointments, if you miss/cancel an appointment without a minimum of 24 hours notice (excluding emergencies involving medical urgent care or bereavement), the charge for any of the services scheduled for that visit will be donated to the local "Habitat for Humanity County" office or charity of our choice on your behalf.

8. PATIENT POLICY: RE-EXAMINATIONS

During your treatment series, re-examinations will take place. These appointments are to be made outside of preferred treatment hours. The fee for these services should be paid for according to the payment agreement made with our office. Please have your re-examination report form filled out in advance of the appointment to save you time and ensure all your questions are answered. The report form can be found online at our website, www.traditionalchinesehealing.com or requested from an office assistant prior to the appointment.

9. PATIENT POLICY: DIETARY SUGGESTIONS, HERBS, SUPPLEMENTS

If applicable, dietary suggestions should be followed, herbs and food supplements taken and externally applied products used. Any problem you may have with these recommendations should be communicated immediately with the physician's office. These "dietary" products help speed your recovery. Since many of these products are custom formulated or require special handling, you are expected to pay for capsules, liniments, and food supplements at the time of purchase before dispensing. Once herbs, supplements or nutritional products are prepared, ordered or dispensed, they cannot be returned or refunded.

10. PATIENT POLICY: CHINESE HERBAL MEDICINE AND ACUPUNCTURE HEALING REACTION

During your process of becoming well, there will be significant changes known as "healing reactions" in your body's function. This may include an exacerbation of previous or existing conditions or an arrival of new symptoms. These situations need to be addressed; you are responsible for immediately informing the office of such changes in your health, so that the Acupuncturist can handle such changes accordingly.

11. PATIENT POLICY: TAKING YOUR CHINESE HERBAL MEDICINE FORMULA

To ensure the best result possible, you must regularly and consistently take your herbs at the dose recommended by the Acupuncturist. Any difficulties in adhering to your dosing schedule should be communicated to the herbal assistant. You are responsible for letting the office know 48 hours in advance of finishing your current herbal formula. Please let us know when your bottle is about 2/3 of the way empty or you are on your last 2 days of herbal teas. You are expected to pay for any shipping costs incurred, if the appropriate notice is not given. All Chinese herbal formulas and nutritional products are to be paid for in advance prior to preparation and are non-refundable. This is due to the fact that each formula is custom made for each patient and cannot be reused. Dispensed ready-made formulas in sealed bottles, as with any medication cannot be returned due to State regulation and unknown storage issues.

12. PATIENT POLICY: NOTIFY THE OFFICE IF YOU BECOME SICK

Infections and illnesses, such as colds, flu's, ear infections, and allergies (known as wind invasions in Oriental Medicine), are often times easily treated if addressed within the first 24 hours of onset. If not immediately addressed, these conditions can cause two possible outcomes: first, it may prolong your movement to correction, and second, it could be complicated by your constitutional herb formula. It is essential to let your acupuncturist know of such illnesses as soon as possible. Patients with these conditions are scheduled as priority appointments.

13. PATIENT POLICY: UPSETS

We are here to serve you. Please speak with your acupuncturist or the office manager about any upsetting matter. We see your comments as helping us to help you and others. Patients deciding not to continue care in the office based on an agreed upon treatment plan are scheduled with the physician at no charge to recap and document the patient's final status as required by medical policy.

14. PATIENT POLICY: TOBACCO

Our mission is to help our patients regain their health and eliminate in their bodies that contribute to countless chronic disease, many of which are fatal. The use of tobacco products has been proven to be toxic and a contributing factor in chronic inflammation. Patients that are accepted for care in the office have a 30-day period to stop the use of nicotine products such as smoking tobacco, chewing tobacco or the use of aerosol nicotine. The office offers a smoking cessation program to assist in the withdrawal period, but participation in the program is not mandatory. If a patient continues to smoke or chew tobacco or use nicotine products other than those prescribed for smoking cessation they will be released from care.

I have read the above and I understand and accept these policies.

Patient's Signature

Date

Patient's Name

Rev. 9/23