

# **PATIENT POLICIES**

## **PATIENT AGREEMENTS**

Welcome to the office of the Wellness Center

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

### **1. 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 gown is necessary. If you need to change clothing, you may use one of the restrooms.

### **2. NO-WAIT CLINIC PROCEDURES**

1. Please arrive 5 minutes before your designated time (for example, if you have an appointment at 9:00, arrive at 8:55). This will help to insure that patients are treated in a timely manner.
2. Take yourself to the treatment room with your portfolio and then place your portfolio in the chart holder outside your room and apply the colored magnet to the chart holder. This will notify the Acupuncturist that you are ready for your treatment.
3. Take off your shoes and socks. Move clothing as appropriate (e.g.: pull your pant legs above the knee and roll up your sleeves if appropriate). If you need to change clothing, please ask the Front Desk Clinic Assistant for a gown.
4. Lay down on the table, face up. The reason we ask you to lay down is so that you can relax for a few moments, which will allow you to get a better treatment.
5. To hold your preferred treatment time, we request that all appointments be made in advance. This will save you and the office time, and will help to eliminate waiting.

### **3. 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.

### **4. 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 within 7 days.

**3. If you miss/cancel/re-schedule your appointments without at least a 24 hour notice, you may be charged the full rate for that appointment.**

**5. RE-EXAMINATIONS**

During your treatment series, Re-Examinations may take place approximately once a month. The purpose of these visits will be to review your progress and make any adjustments necessary. It will also give us time to determine if any new condition needs to be treated and how you are progressing so far. It is important to arrive 10 minutes early for the Re-Exam, since forms have to be filled out by the patient, and the Re-Exam will take approximately 15 – 20 minutes.

**6. DIETARY SUGGESTIONS, LINIMENTS, FOOD SUPPLEMENTS, & HERBS**

If applicable, dietary suggestions should be followed, herbs and food supplements taken, and liniments used. Any problems you may have with these recommendations should be communicated to your Practitioner.

**7. 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 delay your movement into stabilization, and second, it could be complicated by your current herbal formula. It is essential to let your acupuncturist know of such illnesses.

**8. PHARMACEUTICAL DRUGS: ALWAYS CONSULT YOUR DOCTOR**

If you want the clinic to treat a condition that is currently medicated we will be happy to do so, so long as the condition has been diagnosed by your doctor and is not an emergency condition. **If the patient decides they want to alter their pharmaceutical regime in any way the patient must consult their doctor before doing so.**

I agree (Int.)\_\_\_\_\_

**9. UPSETS**

We are here to serve you. Please speak with your acupuncturist about any upsetting matter. We see your comments as allowing us to help you and others.

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

\_\_\_\_\_  
Patient's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient's Name (Print)