

New Patient Packet

Welcome to Down to Earth Acupuncture! Our mission is to make acupuncture affordable for our community.

Since our office runs differently than many acupuncture offices, please take a moment to read our orientation letter. If you still have questions for us, please feel free to ask us before your first treatment, or anytime.

Thank you for choosing Down to Earth Acupuncture.

The Sliding Scale

Our treatment fees operate on a sliding scale system. Acupuncture and herbal consultations cost between \$20-\$40 per visit. You can pay anywhere along that scale. Don't feel that you have to pay only in increments of \$20—if you can afford \$22, \$36, or \$39.50, we will happily take it!

Since only you know all of the details of your financial situation, we believe that only you can make the decision about how much you can afford. We will never ask you for income verification of any kind. The most important thing is that you can afford to get treatments on a regular basis so that you can get well.

Pediatric treatments, for children under 13 years old, are a flat-fee of \$15. Herbal prescriptions are an additional charge and usually cost less than \$10 per week.

Please pay at the beginning of your visit by using the envelopes provided in the waiting room. Our office accepts cash and checks.

Because of our sliding scale, we are prohibited from billing insurance companies directly. However, if your health insurance, auto insurance, or worker's compensation covers acupuncture treatments, we are happy to provide you with a detailed receipt to submit for reimbursement. Acupuncture is also considered a qualified medical expense under Flexible Spending Account and Health Savings Account plans.

As a small business, we rely on our patients for our income. In order to keep our doors open, we require payment at the time of service. We very much appreciate your referrals or friends and family who may need our services. These word-of-mouth referrals help us to keep our prices low, since we don't have to rely on advertising.

The Community Setting

We are able to keep our prices affordable by treating patients in a community setting. You will have a brief initial consultation in a private office, and then all treatments will be performed in a shared room. We find that this provides a relaxing atmosphere that aids in the healing process.

Treatments are performed in reclining chairs, with needles used primarily on points on the arms, legs, and head. This setting is closer to the way that acupuncture has traditionally been performed in China.

For everyone's well-being, we ask that all conversations be conducted in a whisper and be limited to essential information only. Please respect the privacy of other patients by maintaining confidentiality. Always turn off your cell phones before when entering the office. Because many of our patients are sensitive to fragrance, please refrain from wearing perfumes or heavily scented lotions.

For your comfort, feel free to bring in extra pillows, a favorite blanket, ear plugs, or eye masks. We cannot guarantee that a particular recliner will be available to you at each visit. We appreciate your flexibility with this.

Your treatment will last approximately one hour. If you fall asleep during treatment, as many people do, we will gently wake you when your treatment is done. If you have a specific time that you need to leave, please notify your acupuncturist at the beginning of your treatment. If you need to speak with your acupuncturist at any time during the treatment, open your eyes; we will be checking in on the treatment rooms frequently and we will come over to assist you.

Your Health

Getting and keeping you healthy is our primary goal. To that end, there are several things you can do to make sure that the treatments are as effective as possible.

First and foremost, please remember that *we are not primary care providers*. It is important that you receive regular checkups with your medical doctor and that you report to your doctor any changes in your health or new medical conditions.

Acupuncture and Chinese medicine can be effective for a number of health issues. You are much more likely to get positive results from the treatments if you follow the recommendations of your acupuncturist. This is especially true when it comes to consistency of your visits; please understand that you may need to come more than once a week in the beginning, for treatments to have maximum effectiveness.