

Community Heart Acupuncture, P.C.

8200 Bay Parkway, Suite #B1

Brooklyn, NY 11214

(347) 464 - 8889

Welcome to Our Community!

This packet includes an explanation of how we do things here, and a “Consent to Treat” form. **Please read this packet, and then tear off and sign the last page to acknowledge that you have read and understand the information.**

Please take a minute to read this introduction to our clinic and to our community. We are so glad that you are interested in joining us!

What is different about this clinic?

- **We treat in a community setting -**

Most acupuncturists in the US treat patients one-on-one in small, isolated rooms. This is not traditional in Asia, where acupuncture usually occurs in a community setting. In our clinic we use reclining chairs in a large, quiet, soothing space. Receiving treatments in this environment has many benefits:

- ~ It's easy for friends and family to come in for a treatment together
- ~ Many patients find it comforting
- ~ When many people receive treatments together, it creates a collective energy that makes individual treatments more powerful

Most people find this setting so relaxing that they fall asleep - and once they wake up, they feel refreshed and energized.

- **We have a sliding scale -**

Acupuncture is most effective when it is done frequently and regularly!

Most US acupuncturists charge \$65-\$175 per treatment and only see one patient per hour. They spend a large portion of their time talking to the patient and going over their medical records - the actual acupuncture only takes about 20 minutes out of this hour. As a result, most patients cannot afford to come even once a week, let alone more frequently, even when it is really necessary.

We have returned to the traditional approach - the one that has worked in Asia for thousands of years. Instead of asking you lots of questions, we use the ancient method of pulse and tongue diagnosis to decide how to treat you. This is exactly how acupuncture is practiced traditionally in Asia - many patients per hour and very little talking.

Please see the enclosed form that explains our sliding scale. Because we use a sliding scale, we cannot do insurance billing (that's the insurance companies rule, and honestly, we would rather spend more time treating patients than filling out paperwork). If you have insurance that covers acupuncture, we'll give you a receipt for your treatment and you can submit it to your insurance company.

Our Commitment to You

- We want to make it possible for you to receive acupuncture regularly enough and long enough to get better and stay better.
- We want our community to be welcoming to all different kinds of people
- We want to give you the tools you need to take care of your own health so that you will not need to rely on Big Insurance and Big Pharmaceuticals for costly, high-tech interventions.
- We will provide a safe environment with skilled, dedicated practitioners.
- **The quality of your treatment will never be affected in any way based on how much you pay.**

We've kept the prices low so that most people would be able to afford treatments, and so that people would be able to get regular treatments over time. Getting 8 treatments a month is much more effective than getting 8 treatments in 8 months. The sliding scale and community setting allows you to get as much treatments as you need so that you can get better and stay better.

What We Need from You

Responsibility

We are not medical doctors, and we do not provide primary care medicine. Acupuncture is a fantastic complement to Western medicine, but it is not a substitute for it. If you are worried that you have something serious (a serious infection, a malignant growth, an injury that won't heal, etc.), or if you want someone knowledgeable to go over your medical history with you, you will need to see a primary care physician (an MD, ND, or DO). We can provide you with excellent, affordable referrals if you need. But we cannot diagnose something serious. We **can** and **do** provide acupuncture for conditions that require a doctor's attention - for example, we help patients who have side effects as a result of undergoing chemotherapy. We need you to take responsibility for your own health.

We do not receive grants, state, or federal money, or insurance reimbursement. We exist because patients pay for their treatments - it is a sustainable community model.

Flexibility

The community setting requires some flexibility on your part. For example, some people have a favorite recliner. When we are busy, yours may be taken. Similarly, some patients may snore when they fall asleep - so those who don't like it bring ear plugs to wear during their treatment. We are grateful for this! Some people even bring their own pillows from home because they like them better than ours. That is fine with us.

Basically, we need you to participate in making yourself comfortable in the community room before we arrive to treat you. If you need to be out the door by a certain time – please let the acupuncturist know and we'll wake you up in time. If you feel “done” and want your needles taken out – just make eye contact with us, and we'll come over. If your eyes are closed, we'll think you're sleeping and won't wake you up.

Community Mindedness

The soothing atmosphere in our clinic exists because all our patients create it by relaxing together. We appreciate everyone's presence! This kind of collective stillness is a rare and precious thing in our rushed and busy society. Maintaining this reservoir of calm requires that no one talk very much in the clinic space. If you would like to speak to a practitioner one-on-one at any length, please let us know. If you want to have a substantial conversation, we will probably need to schedule that separately and might need to do it by phone.

Part of our success is that our patients learn the “routine” and take on a lot of responsibility for the appointments. Re-scheduling and making payment happens at the front desk BEFORE each treatment, so you can relax and enjoy treatment. Please take all personal belongings, (bags, shoes, etc.) with you back into the treatment room. And of course, please turn off your cell phone.

Commitment

Acupuncture is a PROCESS. It is very rare that a problem can be resolved in one treatment. In China, a typical protocol for any chronic condition is acupuncture every other day for three months! Most of our patients don't need that many treatments, but virtually everyone requires a **course of treatment** in order to get what they want from acupuncture.

On your first visit, your acupuncturist will suggest a course of treatment, which can be anything from “we'd like to see you once a week for six weeks” to “we'd really like to see you every day for the next four days”. This suggestion is based on our experience with treating different kinds of conditions. If you don't come in often enough or long enough, acupuncture probably won't work for you. The purpose of our sliding scale is to help you make that commitment. If you have questions about how long it will take to see results, please ask us, or if you think you need to adjust your treatment plan, please let us know. **We need you to commit to the process of treatment in order to get good results.**

Community Heart Acupuncture, P.C.

8200 Bay Parkway, Suite #B1

Brooklyn, NY 11214

(347) 464 - 8889

Please tear off and sign this page to indicate that you have read and understand the information in this Welcome Letter.

Our Policies:

- **Talking is kept at a minimum.** We may ask you specific questions about the symptoms you are experiencing, but in general an attempt is made to keep voices down.
- **Cell phones must be turned off before entering the community room.**
- **Privacy is attempted, but cannot be guaranteed.** Again, voices are kept low, and talking is at a minimum. However, because we treat in a large open space, it is simply not realistic for us to guarantee your privacy.
- **We do not accept insurance.** Because we charge using a sliding scale, we cannot accept insurance. This is the insurance companies' rule.
- **Please give us 24 hours notice for a cancellation.** Missed appointments that are not cancelled within 24 hours will be charged a \$15 fee.

And, last, but not least... enjoy the space. We do, and hope that Community Heart Acupuncture can become an important part of your community.

Thank you,
CHA Staff

Please indicate your understanding and acceptance of these policies by signing below.

Signature of Patient or Representative

Date

Printed Name of Patient