

PATIENT POLICIES

1. PATIENT POLICY: ACUPUNCTURIST-PATIENT AGREEMENTS

Welcome to the office of Stuart S. Shipe, D.O.M., P.A. Acupuncture and Oriental Medicine

The purpose of these agreements is 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 5 minutes before your designated time and sign in at the front desk (for example, if you have an appointment at 1:00, arrive at 12:55 to fill out your Patient Condition Assessment).
2. You will be given a treatment room number by the front desk assistant with your completed patient condition assessment and any office literature that may have been given to you. Place the patient condition assessment in the plastic bin outside of your treatment room (this will notify the Acupuncturist that you are ready for your treatment).

3. **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 ask an office assistant to show you to an appropriate room. If you have forgotten shorts, ask an assistant for a gown or towel drape.**
4. **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.**
5. **REMINDER: If the Acupuncturist comes to your table and the Patient Condition Assessment is not filled out completely or you are not lying down the Acupuncturist will have you do this while treating other patients.**
6. **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. 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.

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.

7. 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.

8. 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. 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.

9. 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.

10. 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 ways 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 are to be paid for in advance

prior to preparation and 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.

11. 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.

12. PATIENT POLICY: UPSETS

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

13. 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 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.

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

Patient's Signature

Date

Patient's Name