



Welcome!

WHAT'S DIFFERENT ABOUT *COMMUNITY HEALTH ACUPUNCTURE CENTER*?

The community setting

Most US acupuncturists treat patients in private rooms, unlike our counterparts in Asia, where acupuncture is often performed in a community setting. At CHAC, patients are treated in recliners in a quiet, comfortable common area, which has several benefits:

- Friends and family members can come in for treatment *together*.
- Group treatment fosters a powerful collective healing energy and removes some of the isolation of illness.
- Patients stay as long as they like. The “right” amount of time varies for each individual; you’ll learn after a few treatments how much time is right for you. Treatments take anywhere from 20 to 90 minutes depending on the patient and the condition being treated.

We are not a charity

The clinic does not receive grants, state or federal money, or insurance reimbursement. It exists because patients pay for their treatments. We rely exclusively on income from paid treatments, so it is important for everybody to pay what they can.

The sliding scale

We charge on a sliding fee scale of \$15-\$35, whatever is comfortable for you. We accept checks and cash only at this time. If you are still not sure how much to pay, below is a suggested guideline. Pay whatever you want on the scale, and feel free to change that amount according to your circumstances (ie, you have a baby, lose a job, get a new job). Most US acupuncturists charge \$75 or more per treatment because they spend a long time talking. The only way for the clinic to make acupuncture affordable and cover costs is to streamline treatments and see multiple patients in an hour, so we try to use a more traditional approach: We rely less on talking and more on tongue and pulse diagnosis to decide how to treat you. This is how acupuncture is practiced traditionally in Asia; many patients per hour and with very little talking.

Annual Income	First appointment paperwork fee*	Acupuncture treatments	Additional treatments within a week
Under \$20,000	\$10	\$15	\$15 each
\$20,000 to \$25,000	\$10	\$20	\$15 each
\$25,000 to \$30,000	\$10	\$25	\$20
\$30,000 to \$50,000	\$10	\$30	\$20
\$50,000 +	\$10	\$35	\$25

*There is a one-time \$10 paperwork fee with the first appointment.

Most health insurance has rules against variable prices per patient, so we are not in any insurance provider networks and cannot process insurance claims for you. However, if you have insurance that covers acupuncture, you may submit your own claim using a receipt that we can supply.

OUR COMMITMENT TO YOU

- To provide *affordable* acupuncture so that regular treatment is within reach for working people.
- To create a safe, comfortable, non-judgmental environment
- To maintain and improve our skills, education, and development as a practitioner
- To help integrate healthcare and social justice
- To give you the tools to create health for yourself so that you won’t need high-tech, disease-oriented interventions, Big Insurance or Big Pharmaceuticals

WHAT WE NEED FROM YOU

Commitment

Acupuncture is a process, and it is most effective when done *frequently* and *regularly*. It is rare for a problem to resolve with one treatment. Most patients require *a course of treatment* (around 10 treatments) to get good results. On your first visit, we will discuss a course of treatment and advise you about frequency. Results happen slowly but steadily, and different conditions and patients respond at different rates. If you are in severe pain or constant pain, we will ask you to come in more frequently. Another rule of thumb is that the longer you've had the problem, the longer it will take to resolve. **If you don't come in often enough or long enough, acupuncture is less likely to work for you.** The purpose of the sliding scale is to help you commit to the process of treatment in order to get good results.

Please let me know as far in advance as possible if you need to miss an appointment. If you are able, We ask you to pay \$15 for a missed appointment. Please do it if you can because it helps keep the clinic solvent. If you regularly have trouble keeping appointments, we ask that you call the same day to schedule, instead of scheduling in advance (note that we cannot guarantee same-day appointments). We try to be flexible, but we like to keep chaos to a minimum, so we can keep the atmosphere of the clinic calm and focus on delivering effective treatments.

Please wear or bring loose-fitting clothing that allows you to expose your knees and elbows without cutting off circulation. If you have neck or shoulder problems, a tank top or camisole makes it much easier for us to treat you effectively.

Responsibility

We cannot provide healthcare you normally get from an MD. Acupuncture is a wonderful complement to western biomedicine, but it is no substitute. If you think you have a serious problem, or if you want someone to go over the details of your medical history from a biomedical perspective, you need to see a primary care doctor. We cannot treat conditions that require a physician's attention, but we *can* provide complimentary care. In a nutshell, we need you to take responsibility for your own health.

Flexibility

The community setting requires some flexibility from patients. For instance, some patients have a favorite recliner. When the clinic is busy, someone may be sitting in it. Some patients snore. If this bothers you, consider bringing earplugs to your appointment. Some patients may bring a favorite pillow or blanket from home because they prefer theirs to mine. Basically, you need to participate in making yourself comfortable in the community room before we treat you. If you need to be somewhere at a certain time, let me know and I'll make sure you're out on time. In general, if you feel done, open your eyes and give the acupuncturist a meaningful look. If your eyes are closed, I'll think you're asleep, and we won't wake you up.

Community-mindedness

- *Keep talking in the community room to a minimum.* The soothing atmosphere in the clinic exists because patients create a collective stillness. It is a precious thing in our rushed and overscheduled society, and it deserves to be protected. If you want to talk privately, please let me know, and we will arrange time outside the treatment room to address your concerns. Unfortunately, we can't take time explain what each point does or how acupuncture works while treating you; however, there is reading material available.
- **Please turn OFF your cell phone. This is very important!**
- *Please pay and reschedule using the "invisible receptionist".* Part of the success of clinics like this is that patients learn the "routine" and take responsibility for rescheduling and making payment.
- Please take all personal belongings, (bags, shoes, etc.) with you into the treatment room. You may use one of the baskets provided in the community room to contain your gear until you're finished.

Thank you for visiting the clinic! We hope the Center can be an important part of your community!