

FIRST VISIT INSTRUCTION

- Plan on being at the office at least an hour for your first visit.
- During the first visit, there will be a private consultation with the acupuncturist regarding your health concerns and goals, plus an evaluation and discussion about your treatment plan.
- Wear loose fitting clothing so that shirt sleeves and pant legs can be comfortably rolled-up to your elbows and knees. Acupuncture points are used below the knees and elbows and on the head or ears.
- Avoid being too full or too hungry before the treatment - DO NOT arrive for an acupuncture treatment with an empty stomach [because there could be risk of dizziness, nausea or feeling faint, plus acupuncture is not entirely effective without food in your system or if you have been fasting].
- Avoid wearing perfume, cologne, or any fragrance the day of your visit (other people in the shared space may have allergic sensitivity).
- Avoid over-exercise, caffeine or alcohol shortly before or after the treatment.
- Avoid brushing or scraping your tongue at least 2 days prior to your treatment (the practitioner observes your tongue as part of the Chinese Medicine diagnosis).
- Maintain good personal hygiene.
- Continue to take any prescriptions medicines as directed by your medical doctor.
- Plan your day so that after the treatment you can get some rest, or at least not have to be working at top performance.

ONE EARTH ACUPUNCTURE POLICY

- Full payment is due at each visit, cash or check is preferred but credit cards are accepted {Visa or MC}. The Initial Visit is \$65.00 and follow-up sessions are a sliding scale fee \$30 to \$60, choosing the denomination per treatment is up to you – pay any amount you choose. The purpose of the sliding scale fee is to help you make the commitment to receiving regular treatments. The sliding scale is available to everyone regardless of income. It makes it possible for you to get acupuncture as often as necessary to get better and stay better without extreme expense. The quality of your treatment will never be affected in any way based on how much you pay. Please speak to the acupuncturist if you need clarification regarding the sliding scale fee.
- This office does not accept Health Insurance. If your Health Insurance Carrier covers acupuncture, you will be provided a receipt. Your receipt can be submitted (by you) to your provider but requires additional information before submitting - specifically

you need a diagnosis code. If you need help finding this code you will be directed to an online resource. NOTE: One Earth Acupuncture holds no obligation to provide any data to your insurance provider and will not communicate with your provider.

- All appointments are scheduled in advance either in-person, by phone or email; there are no walk-in appointments.
You are required to arrive at least 5 minutes early to your scheduled appointment time. In Community Acupuncture fees remain low because the acupuncturist treats multiple people per hour, generally one person every 15 minutes. If you are a few minutes late, you may still receive treatment however patients who arrive on-time will be treated first. If you are more than 10 minutes late, you may need to reschedule your appointment depending on the schedule for the day, also the Missed Appointment fee of \$30 will be applied. Understanding emergencies happen, all scheduling conflicts are reviewed on a case-by-case basis.
- One Earth requires 24 hours advanced notice of an appointment change or cancellation. All appointments that are rescheduled or cancelled with less than 24-hour advance notice and appointments missed without notice will be charged a \$30.00 fee.
Exceptions are made in cases where you are ill, have a fever or COVID symptoms, or require urgent care from a medical doctor. Exceptions are also made for weather events; if you are unsure if the office is open, please call and listen to the daily voicemail message. Understanding emergencies happen, all scheduling conflicts are reviewed on a case-by-case basis.