



Family Room Community Acupuncture

WELCOME LETTER

Please take a minute to read this introduction to our clinic. We are delighted that you are joining our community!

***What is different about Family Room Community Acupuncture?**

We treat you in a community setting

Most U.S. acupuncturists treat patients on tables in individual rooms and spend a long time asking questions. This is not traditional in Asia, where acupuncture usually occurs in a community setting. We have returned to this traditional approach; instead of asking you endless questions, we rely on effective pulse diagnosis and tongue diagnosis to treat you while seated in a comfortable recliner. Treating patients in a community setting has many benefits: it's easy for friends and family members to come in for treatment together: many patients prefer the convenience; and a collective energetic field becomes established which makes individual treatments more powerful. In addition, we leave our needles in for longer than most community clinics, about 30-45 minutes. Many people fall asleep during this time and wake up feeling refreshed.

We have sliding scale

Most U.S. acupuncturists see only one patient per hour and can charge over \$100 per treatment. Family Room Community Acupuncture (FRCA) charges only a fraction of that price by treating several patients per hour. FRCA does not receive any donations or federal aid so we kindly ask that you choose a price point that acknowledges the expertise and quality of care that our practitioners provide. Our sliding scale model allows those with lower incomes to choose a price point that fits their tighter budget and those with higher incomes to choose a more generous amount. Because we have sliding scale, we cannot bill your insurance (that's the insurance companies' rule). If you have insurance that covers acupuncture, we'll be happy to give you a superbill, and you can submit it (that's OK with the insurance companies).

***Our Commitment to You**

We want to make it possible for you to receive acupuncture regularly enough and for long enough to get better and stay healthy. By providing a safe environment with skilled practitioners, FRCA gives you the tools to take care of your own health and avoid relying on corporations like Big Insurance or Big Pharmaceuticals for costly interventions.

***For the Best Experience...**

Responsibility

FRCA does not provide primary medicine. Acupuncture is a wonderful complement to Western Medicine, but it is not a substitute for it. If you think you have a problem that is not "garden variety" (meaning you are worried that you might have a serious infection, malignant growth, injury that won't heal, or any type of emergency situation) you need to see your primary care physician. We do not diagnose serious illnesses. However, we can provide complementary care for conditions which require a physician's attention.

Communication

If you need to be somewhere at a certain time, please tell the acupuncturist. We'll make sure you're out on time. In general, if you feel done before we come to remove the needles, open your eyes and give us a meaningful look - if your eyes are closed, we'll think you're asleep and won't want to wake you. If you are unable to make a scheduled appointment, please give us 24 hours notice. This enables someone else to take your allotted time slot. You will be charged a late fee if you cancel with less than 24 hours notice.

Flexibility

The community setting requires some flexibility. For instance, you may have a favorite recliner but when we are busy, someone else may be sitting in it. Or, we may have a few patients who snore (we suggest bringing earplugs if you dislike snoring). Some patients even bring favorite pillows or blankets to feel more at home. We encourage you to make yourself comfortable in the community room.

Community Mindfulness

The soothing atmosphere in our clinic is created by a collective stillness that is a rare and precious thing in our rushed and busy society. Maintaining this reservoir of calm requires us to keep talking to a minimum within the treatment space — If you would like to continue to speak to a practitioner beyond your appointment time, please let us know so that we can schedule for a separate time either in person or over the phone. If you would like an overview about how acupuncture works, please read *The Acupuncture Answer Book* that can be found at the front desk. Unfortunately we can't explain in detail what every point does, or a detailed account of how acupuncture works while we are treating you as these are very large topics. Please take all personal belongings with you to your chair. Remove your shoes only after you have sat down in the chair and please turn off your cell phone.

Acupuncture is a PROCESS

It is very rare for any acupuncturist to resolve a problem after one treatment. In China, a typical treatment plan for a chronic condition can be very lengthy. Most of our patients don't need that much acupuncture, but virtually every patient requires a course of treatments rather than a single treatment. On your first visit, your acupuncturist will suggest a plan which can be anything from, "We'd like to see you once a week for six weeks" or "We'd like to see you every day for the next four days". This suggestion is based on our experience with treating many different kinds of conditions. If you don't, s' come in often enough or long enough, acupuncture probably won't work for you. The purpose of our sliding scale is to help you stick to your treatment plan and see results!

Here's to great health!
Kim