

Lake Merritt Acupuncture Clinic

230 Grand Avenue Suite 301C
Oakland, CA, 94610
(415)-234-3582

Dear New Patient,

Welcome to Lake Merritt Acupuncture Clinic. We are honored and delighted that you have chosen us as your Chinese Medicine provider. We strive to provide a blend of ancient Chinese Medicine practices with cutting edge modern advancements, and are committed to your treatment being successful. We look forward to partnering with you to address your health concerns, and we will do all we can to ensure you achieve the most successful result possible for you.

The doctor-patient relationship requires both cooperations and mutual trust. We will strive to provide you with the best possible medical care, and ask that you participate in this effort to the best of your ability.

This welcome letter was prepared to acquaint you with the office policies of Lake Merritt Acupuncture and answer questions you may have regarding our practice.

Acupuncture is a wonderful complement to Western medicine, but it is not a substitute for it. If you think you have a serious, undiagnosed problem, you need to see a primary care physician. If you need a referral, we can provide you with some great options. We cannot diagnose and treat something really serious of unknown origin. We can provide complimentary care for conditions that require a physician's attention - for instance, we often treat patients for the side effects of chemotherapy. But we need you to take responsibility for your own health.

Many new patients want to know what to expect during acupuncture treatment. With the insertion of needles you may feel certain sensations, some of which may be pleasant and other may be uncomfortable. You may feel a dull ache, or tingling sensation local to the needle or elsewhere in the body, a sensation of fullness, energy moving through the body, relaxation, or a sensation of tightness. That is all normal. But if you feel anything sharp that is coming from the needle just let us know and we can make adjustments. Also after your treatment, you may feel grounded, relaxed, and possibly sleepy. That's normal with acupuncture.

During the intake you will be asked many questions, some related specifically to your complaint and others seemingly unrelated. Traditional Chinese Medicine requires the entire person be taken into consideration so we can determine what is causing the condition or disease. We treat the whole person, not just the symptom.

Follow Medical Advice. A doctor's treatment or medication prescribed are only part of the program to keep you in good health. Medical advice is always given for your benefit, and your cooperation is essential. As with any Medical treatment, healing with acupuncture is a process. Certain conditions may take time and are influenced by many factors. Over time, things should improve and we will adjust your treatment plan as we proceed. Changes to your condition can happen faster than anticipated so enjoy them!

Ask questions whenever you do not understand your treatment or medical advice.

Always report any problems you are having with medications, herbs, or other treatment. Different people react differently to the same treatment or drugs. It is possible for your physician to properly manage your care only if you let them know about difficulties you are having, or if medications are not effective or causing you discomfort.

Keep Notes Following Your Treatment. Remember to keep good mental or written notes as to the response to your treatment. This is important information for you to recognize your progress and for you to communicate to your practitioner for optimum treatment strategy and for the practitioner to know if any adjustments must be made to your treatment plan.

Fragrance Free Zone: Many of our patients are sensitive to smells. Please avoid wearing any perfume, cologne, or scented lotions to your appointment.

Cell phones and electronics: Out of consideration for others, and to get the most out of your treatment, please completely turn off your cell phones or put it into silent mode.

Tips For Your Acupuncture Treatments:

- Wear loose fitting clothes that can be easily rolled up above your elbows and knees. Also, you may need to expose your abdomen from your rib cage to the top of your hips, so avoid one piece suits or dresses.
- Be sure to have eaten at least a light meal within a few hours prior to arriving.
- Avoid alcohol on the day of your treatment
- Avoid over eating immediately before treatment.
- For best results, avoid strenuous activity immediately following treatment. Set aside enough time so that you are not rushing to and from your visit.
- Keep a positive attitude and expect positive results. As we follow through on your treatment plan, look for signs of improvement and take encouragement from them.

Build an attitude that profound healing is possible. Your belief and expectation has an incredibly strong influence on your body, and is a factor in your healing.

PAYMENT, INSURANCE, AND CANCELLATION POLICY

Cancellation Policy: If you cancel with less than 24 hours notice, or if you miss a booked appointment, you will be charged the full price of the appointment. If you are more than 15 minutes late to an appointment, the remainder of the time-slot may be given to another patient.

Non-Refundable Payment Policy: All services and herbs purchased are non-refundable. No refunds will be provided for the full or partial price for any unused services, packages, or gift certificates purchased.

Insurance: We are not currently participants of any insurance network (in other words we are considered "Out-of-Network" providers). If you have out of network acupuncture benefits we can provide you with a super bill for services rendered that you can submit to your insurance company.

Thank you once again for selecting Lake Merritt Acupuncture clinic for your care. Should you have any specific questions that have not been answered, please do not hesitate to ask.

Sincerely,

Thomas Cobb MS, L.Ac.