

## **Welcome to Helena Community Acupuncture!**

We're so glad you decided to give community acupuncture a try. We look forward to helping you accomplish your health and wellness goals.

### **We treat in a Community Setting**

In our clinic we use recliners, clustered in groups in a quiet, soothing space. 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 find it comforting.

Although we work in a community space, as medical professionals we will always adhere to standards of patient confidentiality, and have found that our patients are also extremely respectful. While we love seeing our patients out in the community, we will continue to respect your confidentiality and any social interaction will be purely up to you.

### **We know that frequent treatment is the key to good results**

Acupuncture is a PROCESS – It is very rare for any acupuncturist to be able to resolve a problem completely with one treatment. The usual American model of treatment once every few weeks or once a month is primarily due to cost. Frequent treatment is much more likely to lead to relief. Your acupuncturist will suggest a course of treatment, based on our experience with treating different kinds of conditions. If you don't come in often enough or long enough, acupuncture may not work as well for you.

### **We have a Sliding Scale for Payment**

We have a sliding scale of \$15-\$35. You decide what you can afford, there is never any need to prove your income. There is a one-time \$10 paperwork fee for your first appointment.

At Helena Community Acupuncture, the way we can make acupuncture affordable and still make a living ourselves is to see multiple patients per hour. We are unable to do insurance billing; however, if you have insurance we are happy to give you a payment receipt so you can submit it. We do not receive grants, state or federal money, or insurance reimbursement. HCA exists because patients pay for their treatments – it is a sustainable community business model.

### **Our Commitment to You**

We want our community to be welcoming to all different kinds of people. We want to give you the tools to take care of your own health so that you will not need to rely on Big Insurance or Big Pharmaceuticals for costly, high-tech intervention. We will provide a safe environment with skilled practitioners. Please enjoy the space. We do, and hope that Helena Community Acupuncture can be an important part of your community.

## **How your first visit works**

At your first visit, you will check in at the front desk and fill out our new patient paperwork. We will collect your payment and give you a brief orientation to the clinic. You'll head back to the dimly lit and relaxing treatment room. Choose any open and tidy chair, recline and relax.

Your acupuncturist will review your information and health complaint(s), then meet you at your recliner to talk to you about your goals quietly.

After the needles are inserted and you are warm and cozy, you are invited to relax for as long as you would like. On average patients rest for 45-60 minutes, but it's ultimately up to you. When you are ready to get up, please make eye contact with us and your acupuncturist will remove your needles and recommend a treatment plan for you.

## **We all help to create a shared healing space**

Silence your phone, enter the clinic quietly, and use a soft voice to help preserve the calm environment.

Please do not remove your own needles. We need to keep track of the hundreds of tiny needles we use every day to keep Helena Community Acupuncture a safe environment.

Do not wear cologne, perfume, or strong smelling body products. If you smoke, please refrain from smoking right before your appointment.

If you'd like, bring headphones and listen to your own music or a meditation. We have white noise makers and there is ambient music quietly playing in the background.

Wear loose clothing that can be rolled up to your knees and elbows.

Be considerate of other patients. Our clinic is open and welcome to everyone- we request that you make every effort to help us in this mission.