

# Welcome to Our Community!

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

## *What is different about the People's Acupuncture of Asheville clinic?*

### **We treat in a community setting**

Most US acupuncturists treat patients on tables in individual cubicles. This is not traditional in Asia, where acupuncture usually occurs in a community setting. In our clinic we primarily use recliners, clustered in groups in a large, 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; and a collective energetic field becomes established which actually makes individual treatments more powerful. In some styles of acupuncture, the needles are removed after only a few minutes or after a half hour at most. The style of acupuncture we practice at PAA allows patients to keep their needles in as long as they want, and the "right" amount of time varies from patient to patient. Most people learn after a few treatments when they feel "done"; this can take from twenty minutes to a couple of hours! Many people fall asleep, and wake feeling refreshed.

### **We have a sliding scale**

Most US acupuncturists also see only one patient per hour and charge \$65 to \$175 per treatment. They tend to spend a long time talking with each patient, going over medical records, asking many questions. We don't. The only way that we at PAA can make acupuncture affordable and still make a living ourselves is to streamline our treatments and see multiple patients in an hour, so we have returned to the traditional approach; instead of asking you lots of questions, we rely on pulse diagnosis to decide how to treat you. This is exactly how acupuncture is practiced traditionally in Asia -- many patients per hour and very little talking.

Our sliding scale is \$15-\$35 with an additional \$10 for the first treatment. Because we have a sliding scale, we cannot do insurance billing (that's the insurance companies' rule). If you have insurance that covers acupuncture, we'll be happy to give you a payment receipt, 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 long enough to get better and stay better. 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 corporations like Big Insurance or Big Pharmaceuticals for costly, high-tech interventions. We will provide a safe environment with skilled practitioners.

## *What We Need From You*

### **Responsibility**

PAA does not provide primary care 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, a malignant

growth, or an injury that won't heal), or if you want someone knowledgeable to go over the details of your medical history with you, you need to see a primary care physician (ND, MD, or DO). We can provide some excellent, affordable referrals, even if you have no insurance coverage. But you cannot expect us to diagnose and treat something really serious. We *can* provide complimentary care for conditions which 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.

PAA does not receive grants, state or federal money, or insurance reimbursement. PAA exists because patients pay for their treatments – it a sustainable community business model.

### **Flexibility**

The community setting requires some flexibility from you. For instance, many patients have a favorite recliner. When we are busy, someone may be sitting in yours. Similarly, we have a few patients who snore. Other patients who dislike snoring bring earplugs to their treatments. We are grateful for this! Some of our patients even bring favorite pillows or blankets from home with them, because they prefer theirs to ours. That's fine with us. Basically, we need you to participate in making yourself comfortable in the community room before we arrive to treat you.

In terms of how long you want to stay -- tell your practitioner, when you check in, if you need to be somewhere at a certain time! We'll make sure you're out on time. In general, if you feel done, open your eyes and give us a meaningful look -- if your eyes are closed, we think you're asleep and we won't wake you up.

### **Community-Mindedness**

The soothing atmosphere in our clinic exists because all of our patients create it by relaxing together. We appreciate everyone's presence! This kind of collective stillness is a rare and precious thing in our rushed and busy society. Maintaining this reservoir of calm requires that no one talk very much in the clinic space. If you would like to speak to a practitioner one-on-one at any length, please let us know. If you want to have a substantial conversation, we will probably need to schedule that separately and might need to do it by phone.

If you have questions about acupuncture and how it works -- please read the Working Class Acupuncture for Patients or The Remedy. You can buy a copy on line at [www.workingclassacupuncture.org](http://www.workingclassacupuncture.org) or read our clinic copy in the waiting room. Unfortunately, we can't explain what every point does, or how acupuncture works, while we are treating you -- these are very large topics! If you have questions, we'll happily give you plenty to read!

Part of our success is that our patients learn the "routine" and take on a lot of responsibility for the appointments. Re-scheduling and making payment happens at the front desk BEFORE each treatment, so you can relax and enjoy treatment. Please take all personal belongings, (bags, shoes, etc.) with you back into the treatment room. And of course, please turn off your cell phone.

### **Commitment**

Acupuncture is a PROCESS. It is very rare for any acupuncturist to be able to resolve a problem with one treatment. In China, a typical treatment protocol for a chronic condition could be acupuncture every other day for three months! Most of our patients don't need that much

acupuncture, but virtually every patient requires a course of treatment, rather than a single treatment, in order to get what they want from acupuncture.

One big reason that we are able to keep our prices so low is because of the extraordinary amount of marketing our patients do on our behalf -- we don't have to advertise. We cannot express how grateful we are for this. Our patients are such effective marketers because they have first-hand experience of how well acupuncture works. All of our satisfied patients basically made a commitment to a course of treatment.

On your first visit, your acupuncturist will suggest a course of treatment, which can be anything from "we'd like to see you once a week for six weeks" to "we'd really like to see you every day for the next four days". This suggestion is based on our experience with treating different kinds of conditions. If you don't come in often enough or long enough, acupuncture probably won't work for you. The purpose of our sliding scale is to help you make that commitment. If you have questions about how long it will take to see results, please ask us, or if you think you need to adjust your treatment plan, please let us know. We need you to commit to the process of treatment in order to get good results.

And, last, but not least...enjoy the space. We do, and hope that we can be an important part of your community.

Thank you,

**People's Acupuncture of Asheville**

# PEOPLE'S ACUPUNCTURE OF ASHEVILLE

247 CHARLOTTE STREET, SUITE 202, ASHEVILLE, NC 28801  
828-254-4098

PATIENT INFORMATION	CONTACT INFORMATION
<p>Date _____</p> <p>Name _____</p> <p>Address _____</p> <p>City State Zip _____</p> <p>Age _____ Birthdate _____</p> <p>Occupation _____</p> <p>Company name _____</p> <p>Primary physician _____</p> <p>Physician phone number _____</p> <p>How did you hear about us? _____</p> <p>_____</p>	<p>Home phone _____</p> <p>Work phone _____</p> <p>Other/cell phone _____</p> <p>Email _____</p> <p>Another person we may contact if needed:</p> <p>Name _____</p> <p>Relationship _____</p> <p>Home phone _____</p> <p>Work phone _____</p>

## HEALTH HISTORY

<p>What are your primary concerns for coming in for treatment?</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>How is your sleep? _____</p> <p>_____</p> <p>How is your digestion? _____</p> <p>_____</p> <p>List medications or food supplements you are taking.</p> <p>_____</p> <p>_____</p> <p>List serious illnesses, accidents or surgeries.</p> <p>_____</p> <p>_____</p> <p>Check illnesses that have occurred in blood relatives.</p> <p><input type="checkbox"/>Diabetes <input type="checkbox"/>High blood pressure <input type="checkbox"/>Stroke</p> <p><input type="checkbox"/>Cancer <input type="checkbox"/>Heart disease <input type="checkbox"/>Kidney disease</p>	<p>Check symptoms you have or have had in the last year:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Depression</li><li><input type="checkbox"/> Difficulty in focusing</li><li><input type="checkbox"/> Dizziness</li><li><input type="checkbox"/> Easily startled</li><li><input type="checkbox"/> Excessive worry</li><li><input type="checkbox"/> Excessive anger</li><li><input type="checkbox"/> Excessive fear</li><li><input type="checkbox"/> Fatigue/tiredness</li><li><input type="checkbox"/> Headaches</li><li><input type="checkbox"/> Loss of sleep/poor sleep</li><li><input type="checkbox"/> Loss or gain of weight</li><li><input type="checkbox"/> Nervousness/irritability</li><li><input type="checkbox"/> Overwhelmed by life</li></ul> <p>Check conditions you have or have had in the past:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> AIDS</li><li><input type="checkbox"/> Allergies</li><li><input type="checkbox"/> Anemia</li><li><input type="checkbox"/> Arthritis</li><li><input type="checkbox"/> Bleeding disorders</li><li><input type="checkbox"/> Breast lump</li><li><input type="checkbox"/> Cancer</li><li><input type="checkbox"/> Diabetes</li></ul> <p>How long has it been since you have had a complete medical exam? _____</p>
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## HEALTH HISTORY...CONTINUED

Check symptoms you have or have had in the last year:

### MUSCLE/JOINT/BONES

- Tremors c Cramps
- Swollen joints

Pain, weakness, numbness in:

- Arms or Hips
- Back Legs
- Feet
- Neck
- Hands
- Shoulders
- Other \_\_\_\_\_

### EYES/EAR/NOSE/THROAT/RESPIRATORY

- Asthma/wheezing
- Blurred or failing vision
- Difficulty breathing
- Earache
- Enlarged glands
- Eye pain
- Frequent colds
- Hay fever
- Hoarseness
- Gum trouble
- Nose bleeds
- Loss of hearing
- Persistent cough
- Ringing in ears
- Sinus problems

### SKIN

- Boils
- Bruise easily
- Dry skin
- Itching/rash
- Sensitive skin
- Sore won't heal
- Sweats

### GENITO/URINARY

- Blood/pus in urine
- Frequent urination
- Inability to control urine
- Kidney infection/stones
- Lowered libido

### CARDIOVASCULAR

- Chest pain
- Hardening of arteries
- High or low blood pressure
- Pain over heart
- Poor circulation
- Previous heart attack
- Rapid/irregular heart beat
- Swelling of ankles

### GASTROINTESTINAL

- Belching, gas or bloating
- Colon trouble
- Constipation
- Diarrhea
- Difficulty swallowing
- Distention of abdomen
- Excessive hunger
- Gall bladder trouble
- Hemorrhoids (piles)
- Indigestion
- Nausea
- Pain over stomach
- Poor appetite
- Vomiting

### FOR MEN ONLY

- Erection difficulties
- Penis discharge
- Prostate trouble

### FOR WOMEN ONLY

- Bleeding between periods
- Clots in menses
- Excessive menstrual flow
- Extreme menstrual pain
- Irregular cycle
- Menopausal symptoms
- PMS
- Previous miscarriage
- Scanty menstrual flow

Could you be pregnant? \_\_\_\_\_

## SIGNATURE

The information on this form is correct to the best of my knowledge.

Signature \_\_\_\_\_ Date \_\_\_\_\_

# PEOPLE'S ACUPUNCTURE OF ASHEVILLE

247 CHARLOTTE STREET, SUITE 202

ASHEVILLE, NC 28801

828-254-4098

## FINANCIAL POLICY

PEOPLE'S ACUPUNCTURE OF ASHEVILLE MAKES EVERY ATTEMPT TO MAKE ALTERNATIVE HEALTH CARE, AS ACUPUNCTURE AND CHINESE MEDICINE, AVAILABLE TO AS MANY PEOPLE AS POSSIBLE, AT THE MOST AFFORDABLE RATES.

IN RESPECT FOR OUR INTENTION TO OFFER HIGH QUALITY HEALTH CARE AT AFFORDABLE PRICES, WE ASK FOR 24 HOURS NOTICE IN ADVANCE OF AN APPOINTMENT IF IT IS NECESSARY TO CANCEL OR RESCHEDULE AN APPOINTMENT.

ALL APPOINTMENTS THAT ARE RESCHEDULED OR CANCELED WITH LESS THAN 24 HOUR ADVANCE NOTICE, AND APPOINTMENTS MISSED WITHOUT NOTICE, WILL BE CHARGED THE REGULAR FEE FOR THAT APPOINTMENT. IF APPOINTMENTS HAVE BEEN PURCHASED IN A PACKAGE, THE MISSED, CANCELED OR RESCHEDULED APPOINTMENT WILL BE DEDUCTED FROM THE NUMBER OF REMAINING APPOINTMENTS IN THAT PACKAGE.

THANK YOU FOR YOUR UNDERSTANDING,

PEOPLE'S ACUPUNCTURE STAFF

**I, \_\_\_\_\_, HAVE READ AND UNDERSTAND THE FINANCIAL POLICY OF PEOPLES'S ACUPUNCTURE OF ASHEVILLE.**

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME \_\_\_\_\_