

PATIENT POLICIES

ANYTHING WE RECOMMEND IS FOR THE PURPOSE OF HELPING YOU BECOME HEALTHY!

Welcome to the office of YX Medical Group, Inc (DBA AC Health Center). The following is an orientation to our office. The purpose of these agreements is to allow us to more completely serve you and to get the best results in the shortest amount of time. It is our experience that those patients who adhere to the following agreements get the best results.

We ask that you keep your voice low during treatment hours to avoid disturbing other patients.

The acupuncture points used for your condition will determine the areas of your body that need to be exposed. Please wear clothing that is loose fitting. We do provide gowns or shorts if the treatment area requires removing clothing.

CLINIC PROCEDURES

- A. Please arrive at least 5 minutes before your designated appointment.
- B. Make a quick trip to the restroom if necessary prior to your treatment.
- C. Sign in on your medical record chart.
- D. A staff member or the doctor will accompany you to your treatment room.
- E. Instructions will be given to you by the doctor as to what articles of clothing are to be removed.

We will expect you to honor the financial agreements you make with our office. If you find that you cannot fulfill the agreement you've made with us, advise our staff immediately so new arrangements can be made. We do not bill patients. We accept VISA, MasterCard, AmericanExpress, Discovery, Personal Checks and Cash.

If you are covered by medical insurance and it is a PPO policy (We accept only Kaiser HMO insurance), you may inform the Acupuncturist Assistant at the Front Desk and she will make a copy of your insurance card and will verify if you have acupuncture coverage or not on your policy. Depending on your coverage our billing office can bill the insurance company for you. If we elect not to bill your insurance for you, we will provide you with a "Super Bill", which has all the required information for you to submit to your insurance company. Because we bill "Out of Plan/Out of Network", you are obligated to make the "cash discount" payment up front until we receive the first payment back from the insurance company. (Because we are "Out of Plan/Out of Network" and the insurance company has an "Allowable Amount" that they pay acupuncture practitioners, we do not know exactly what they will pay). When we find out what that allowable amount is, we will reimburse you for any funds you paid upfront, if the insurance amount covers the cost of your treatment.

We have set up a specific course of treatment for you. A certain number of treatments in a set amount of time are required for us to get the results we both desire. Thus, we ask that you follow the guidelines below:

1. If you need to change the time of your appointment, try to come at another time on the same day, if an appointment is available. We understand that emergencies do happen and that last minute cancellations sometimes happen because of that. If it is not an emergency and only an inconvenience, we would appreciate 24 hours notice so that we can schedule other patients into your time if needed.

2. If the same day is not possible, be sure to make up the missed appointment within one week.
3. If you miss your appointment, we will be giving you a courtesy call within 30 minutes as a reminder and an opportunity to reschedule as soon as possible to keep you on your treatment schedule.

During your treatment series, re-examinations will take place. The fee for these services should be paid for according to the payment agreement made with our office.

If applicable, dietary suggestions should be followed, herbs and food supplements taken, and liniments used. Any problem you may have with these recommendations should be communicated. We do not prescribe, but will make recommendations to help speed your recovery. You are expected to pay for capsules, liniments, and food supplements at the time of purchase.

During your process of becoming well there will be significant changes - known as healing reactions - in your body's function. This may include an exacerbation of previous or existing conditions or an arrival of new symptoms. These situations need to be addressed; you are responsible for immediately informing the office of such changes in your health, so that the Acupuncturist can handle such changes accordingly.

To ensure the best result possible, you must regularly and consistently take your herbs. This will help to speed your recovery. It is the number of times you take your herbs daily that determines your results! You are responsible for letting the office know 14 days in advance of your current herbal formula. Please let us know minimally when your bottle is 1/2 empty.

Infections and illnesses, such as colds, flus, ear infections, and allergies (known as wind invasions in Oriental Medicine), are often times easily treated if addressed within the first 24 hours of onset. If not immediately addressed, these conditions can cause two possible outcomes: first, it may prolong your movement to correction, and second, it could be complicated by your constitutional herb formula. It is essential to let your acupuncturist know of such illnesses.

We are here to serve you. Please speak with your acupuncturist, not other patients, so as not to cause them stress, about any upsetting matter, so that it does not interfere with your treatment results. We see your comments as helping us to help you and others. Simply check with the front desk to make an appointment to handle any upsetting matter.

Your acupuncturist has preferred treatment hours to accommodate the busy schedules of every patient. During these hours, only treatment occurs. **PLEASE CALL AHEAD TO MAKE APPOINTMENTS OUTSIDE OF PREFERRED TREATMENT HOURS IF YOU NEED TO SPEAK AT LENGTH WITH YOUR ACUPUNCTURIST.** If you sustain an injury in the course of treatment (car accident, fall, etc.), please call to re-schedule your appointment so that the necessary time can be taken to ascertain the status of the injury.

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