



ROANOKE COMMUNITY ACUPUNCTURE CLINIC

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WHO WE ARE HERE and WHAT WE DO

Our clinic mission is to *provide acupuncture health care* that it is *Affordable, Accessible and Available* to our community. As medical professionals we will always strive to maintain the *integrity* of our training and education, adhere to *standards of patient confidentiality*, and to offer a *healing* environment that is *safe, clean and is welcoming to everyone*.

We have found our patients receptive, appreciative and respectful of our collective endeavor.

We truly value our staff and our volunteers who continually serve with us and our patients who refer their family, friends and colleagues to our services.

Why ‘Community Acupuncture’?

Effectiveness with acupuncture comes from frequent treatments. We know from our experience that acupuncture treatment 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 quicker and deeper symptom relief. Therefore, we establish sliding scale fees that allow for treatment more often. Your acupuncturist will help you determine a course of treatment, based on the needs for your condition. If you don't come in often enough or long enough, acupuncture may not work as well for you. Please communicate your long and short term wellness goals with us for better compliance and collaborative success!

How Much Will it Cost and How Do You Pay?

We firmly believe that acupuncture health care can and should be affordable for everyone. The purpose of our sliding scale is to help you commit to the treatment process in order to get good results. We do not receive grants, state or federal money, or insurance reimbursement. RCA exists because patients pay directly for their treatments — it a sustainable community business model.

- Our fees range from **\$20 and up**. You decide what you can afford. We do not discuss or ask for proof of your income level. Some general guidelines are available at the payment station if you would like assistance with this decision. A choice to pay a higher than minimum fee when it's possible for you also allows us to keep our costs lower and continue to serve the members of our community that cannot afford basic health care.
- We accept all forms of credit cards, personal checks (\$35 fee for returned checks), and cash. We use an electronic **self-pay system** in our foyer entrance. Kindly help us record payments properly by following all the necessary steps at the payment station. Our reasons for proper tracking is to make sure the respective practitioners are compensated accurately and that you have record of your paid fees if needed. The amount of your payment in no way corresponds to the level of care you will receive.
- There is a **one-time additional \$10 paperwork fee** for your **first appointment**.
- **No insurance filing or billing**. Since our services are often less than a copayment in standard health care, we do not participate in insurance networks. If you would like a receipt for reimbursement, however, please note this on your payment slip *at time of service*.
- If you **cancel or miss your appointment** without **24 hour notice**, there is a **minimum fee of \$20**. We always make exceptions for extreme or unexpected circumstances, but please help us honor our low cost structure. Obviously, we cannot maintain minimal operating costs without basic compensation. When you give us adequate notice, we can make your appointment time available for someone else.

What is ‘Group Treatment’ Like?

We strive to create and sustain a comfortable, soothing environment using recliners. Treating our patients in this communal setting has many benefits. Practitioners are able to see many folks in a shorter amount of time. This also gives our patients more scheduling options and flexibility. It also makes it easier for friends and family members to come together; many find this convenient and comforting.

The initial session is the perfect time to go over your medical intake and personal history thoroughly with us. We welcome any details from you from the first time onward and throughout all follow-up sessions. Your files and protocols are charted and shared with our practitioners so that we can best cooperate in treatment strategies. Your feedback, concerns and curiosities are welcomed and encouraged.

What Will Happen In Your Session?

No need to undress! We use acupuncture points on the arms and legs, from elbows and knees down. Remove your shoes, socks and any clothing that blocks access to these areas. You only need to remove jewelry that covers your inner wrist area and you do not need to remove eyeglasses unless you prefer to.

Your practitioner will check in with you and may read your pulse rhythms at your inner wrists. He/she may also ask to see your tongue or palpate various places on your limbs, neck, hands, feet or head.

Please let them know if: you are currently in severe pain, have any skin outbreaks, fevers, infections, or have changes to your medications since your last visit or have an acute emotional or physical trauma or illness immediately in progress. [Also, if female, please let us know if there is a possibility that you are pregnant.]

Some More Things For You To Know:

- Be sensitive to others — many folks are allergic or aware of strong perfumes, colognes, or heavy tobacco smoke from your clothing. If these circumstances arise, we may need to move you away from other patients if there is space to do so. If you are suddenly triggered by someone or something in the room environment in general, please let us or the volunteer know as soon as possible. We also request that you let us know if you are too hot or cold so that we can attempt to adjust the *temperature* to make you more comfortable.
- Please make use of our cubby bins for your *personal belongings* — keeping your shoes, jackets, purses, keys and phones away from the chairs keeps us from stepping on them and damaging them or for them being lost or misplaced. Also do not leave your personal things in common areas or the reception rooms, we cannot be responsible for lost, stolen or misplaced items.
- *Silence all electronic devices*. Ideally, have them away from your chair and your body, as it may interfere with the treatment.
- Please use a soft “*inside voice*” as best you can - sometimes our conversations carry more than we know and may disturb someone already in treatment

And...please *express yourself!* We always want you to be comfortable, so let us know if you need more pillows, blankets, noise reduction (cotton for your ears), water or if you need to finish your session at a particular time. Feel free to bring your own cushions, eye pillows or ear plugs. This is your time and we will do everything we can so that you can fully relax and rest well during the your treatment

We also support our community health providers and helpers. If you would like *referrals* for other treatment options, we have many to share! If you also are a provider of any kind, let us know about your skills and resources.

We are committed to community. We are happy and grateful to have you with us. Enjoy!