

We are honored and delighted that you have chosen us as your acupuncture provider. 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.

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.

This welcome letter was prepared to acquaint you with the office policies and procedures at Acupuncture Works and answer questions you may have regarding our practice.

- ✿ Ask questions whenever you do not understand your treatment.
- ✿ Always report any problems you are having with results from your treatment.
- ✿ Keep good mental or written notes as to the response to your treatment so that it can be communicated for optimum treatment strategy.
- ✿ Be sure to have eaten at least a light meal within a few hours prior to arriving.
- ✿ Refrain from overexertion, drugs or alcohol for at least 6 hours after treatment.
- ✿ Keep all your appointments, as each builds upon the previous one.
- ✿ If you incur a new injury/ailment during your course of treatment, please contact us before your next appt. Your treatment may require a longer amount of time and we would need to adjust. Follow-up appts last about 1 hour and would not allow time to treat a new issue.
- ✿ Keep a positive attitude and expect positive results. 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

- ✿ Payment is expected at time of service. We accept cash, check, credit card, and health savings cards.
- ✿ We accept insurance as long as you have contacted your carrier and know that your policy covers acupuncture treatment for your condition. You are responsible for any copay, coinsurance, or deductible that is required.
- ✿ This is a very busy office and if you cannot keep a scheduled appointment, kindly give us 24 hours notice. Of course, we understand special situations where that might not be possible. Otherwise, a late cancel or no-show will result in a \$25 fee.

It is a great pleasure to welcome you to Acupuncture Works! We look forward to taking part in helping you to learn how to nurture your body, mind, and spirit.

Yours in health and wellness,

Patricia Heraghty, LAc., O.T.

Robin Culler, Office Manager

203-297-5399 (this is a cell phone, texts are welcomed!)

