**WELCOME!**

**Please take the time to read this letter in its entirety as well as all information and instructions on the New Patient Forms. It should help you prepare for your appointments with our office and answer any questions you may have!**

I would like to take this opportunity to personally thank you for scheduling an appointment wit my office. Everyone at the Kicotan Acupuncture and Holistic Healing clinic looks forward to meeting with you and taking care of your wellness needs. And we will gladly assist you in every way possible.

Please feel free to contact any member of our staff for information or assistance.

**Preparing for your Acupuncture Treatments**

A few tips for making your first and follow-up acupuncture treatments as comfortable and relaxing as possible:

* Be on time for your appointment so you can relax and enjoy! You’re welcome to arrive early to sit and relax in our waiting room, enjoy a cup of herbal tea, and read a book from our library.
* Wear loose-fitting clothes that can be easily rolled up above your elbows and knees. Also, you may need to expose your abdomen from your rib cage to the top of your hips, so avoid one-piece suits or dresses.
* Be sure you have eaten at least a light meal within a few hours prior to arriving. Avoid overeating immediately before treatment. Being over-hungry increases your risk of nausea and dizziness.
* Drink plenty of water and stay hydrated after your appointment.
* For best results, avoid strenuous activities immediately following treatment. Set aside enough time so that you are not rushing to and from your visit. Physical strain immediately before and after acupuncture can weaken your body. Please schedule your activities on the day of your visit accordingly (for example, do not schedule your appointment for an hour before your 2-hour kickboxing class).
* During the intake, you will be asked many questions, some related to specifically to your complaint and others seemingly unrelated. Oriental Medicine requires the entire person to be taken into consideration so we can determine what is causing the condition of the disease. We treat the whole person, not just the symptom.

***CONTINUED ON THE NEXT PAGE***

**PAYMENT**

Payment is due at the time of your service, by cash, credit card, or personal check.

**INSURANCE**

Most insurance is accepted upon approval. Insurance claims will be billed at our usual and customary rates and differ for those you pay in full at the time of services when rendered. Please speak with me to verify your insurance benefits.

**SENIOR, MILTARY, AND STUDENT DISCOUNTS**

**In** appreciation and acknowledgement of Seniors, Military Members, Physicians, and Students, Kicotan Acupuncture and Holistic Healing clinic offers 10% off the follow-up acupuncture treatments. These discounts can only be applied to accounts when payment in Full is received at the time of service and discounts can not be combined.

**Cancellation Policy (Missed, Forgotten, No-Show, and Late Arrivals)**

For your convenience, Kicotan Acupuncture & Holistic Healing schedules appointments only. Walk-in appointments are not generally available at our practice; however an attempt to accommodate acute injuries/conditions as quickly as possible.

Should you be unable to keep a schedule appointment, ***we require 24 hours’ notice for cancellation.*** Failure to cancel 24 hours prior to your scheduled appointment will result in a ***Missed Appointment Fee***, ***equal to half the appointment cost, placed on your account.*** No-show and forgotten appointments are considered cancellations. Also, if you are more than 15 minutes late to your appointment, your appointment will be shortened or re-scheduled to a different day. *Missed appointment prevent us from seeing other patients with acute conditions.*

Thank you once again for selecting Kicotan Acupuncture & Holistic Healing for your acupuncture care. Should you have any specific questions that have not been answered, please do not hesitate to contact us.

**Please don’t forget to fill the Personal Health History Form. These forms must be completed prior to your scheduled appointment time.** If you need additional time to complete them, please arrive early to your appointment.

Sincerely,

Guadalupe Vanderhorst Rodríguez, M.S.A.O.M, L.Ac

*Owner/Acupuncturist*