
New Patient Information and Policies

Welcome! You have made an important decision in receiving acupuncture care and I am pleased to be part of your journey to great health. The effectiveness of acupuncture is well documented and can treat both acute and chronic health problems as well as increase vitality, and strengthen the immune system. I am committed to providing you respectful, compassionate, quality care. Please read this information carefully so you can better understand the services and policies of this practice.

Paperwork:

Please complete the Confidential Health History Questionnaire as completely as possible. Please email it to Lisa@DavisSquareAcupuncture.com prior to your first appointment. You may also bring it with you to your first appointment or arrive 15-20 minutes before your appointment time to complete the form. It is important that I review this information before we meet so that I am able to treat you as comprehensively as possible.

Prior to treatment: Please have something to eat (a light snack is fine), as it is best not to have a treatment on an empty stomach. Please wear loose comfortable clothing, if possible, as treatment will involve palpating and treating various parts of the body. Draping will be used to ensure modesty. You may want to bring a pair of shorts and short sleeve shirt or tank top to change into.

Courtesy: As a general courtesy, please turn off all cell phones, beepers or other electronic communication devices before entering the clinic. In consideration of clients who may have chemical sensitivities, please do not wear perfumes, strongly scented lotions or oils on the day of your treatment.

Prices and Payment: Payment is required at time of service; cash, checks, visa and mastercard are accepted. A fee of \$35 will apply to returned checks. This practice does try to make acupuncture affordable to the general public, so if you are a student, on Medicare, Disability, unemployed or on a fixed income, please ask about reduced fees and payment options.

Rescheduling or cancelling appointments: 24 hours notice is required to cancel or change an appointment. A \$35 fee applies to cancellations with less than 24 hours notice. Appointments missed without notice are billed at the full rate. If you arrive more than 15 minutes late for your appointment, you may be rescheduled to ensure timely treatment of other clients, and a missed appointment fee will be charged. There is no charge for inclement weather cancellations or for severe illness cancellations. Most minor illnesses (colds, headaches, etc) will benefit from acupuncture treatment. If you are unsure if you should keep your appointment due to illness, please contact the office. In the event of a rare inclement weather office closure, you will be contacted to reschedule your appointment.

Every effort is made to keep appointments on schedule. If the practitioner is running behind schedule, rest assured you will receive the same quality care and attention when your appointment begins.

Location and Parking: 240A Elm Street is conveniently located in Davis Square above Dunkin Donuts (entrance to the left of DD). Elevator access is located on Chester Street, opposite Redbones. There is ample street parking and municipal lots in Davis Square; meters are in effect until 8p Mon-Sat. The closest municipal lot (2 hr meters) is located on Herbert Street, between Day and Chester Streets. Somerville is known for parking tickets, so allow more than 60 minutes on your meter.

Questions and Concerns: If you have any questions or concerns about the treatment or the policies of this clinic, please feel free to discuss them with me right away. Good communication between us will allow me to meet your health care needs most effectively.