

# **Welcome to Our Community!**

At Urbana Acupuncture, we provide comfortable, affordable, and effective care in an inclusive and sustainable community space. It's great to see you here. Please take a few minutes to read this introduction to our clinic:

## **What should you know about Urbana Acupuncture?**

### **•We know that frequent treatment is the key to great results.**

Acupuncture is a process. It is rare for any acupuncturist to be able to resolve a problem completely with one treatment. Frequent treatment is much more likely to lead to relief. Often, the benefits of the treatments build on each other. Our acupuncturists will suggest a course of treatment based on standard protocols and our experience with treating different kinds of conditions. If you don't come in often enough or long enough, acupuncture will probably not work as well for you. Basically, we need your commitment to the process to get to great results.

### **•We have a sliding scale of \$20- \$50.** (plus a \$10 additional fee with your first appointment.)

You decide what you can pay. No questions asked. The flexible rate realizes the shared goal of the patient and acupuncturist for a positive outcome in a timely, affordable manner. We encourage you to use your recommended treatment plan (e.g. 2-3x/week) for figuring the fee that works for you. Some people calculate what is affordable by the week, some by the month. Either way you can adjust the amount whenever you like.

### **•We treat in a community setting.**

In our clinic we use recliner chairs, clustered in groups, in a quiet, living room-like space. Treating patients in a community setting has several benefits: it's easy for friends and family to come in for treatment together, many find the company of others comforting; and resting together as a community can be a powerful healing experience. The way we can make acupuncture affordable, and still make a living ourselves, is by seeing multiple patients per hour.

### **•We depend on your support**

We depend on your referrals to friends, family, and coworkers. This is community-supported acupuncture. Community acupuncture practices are grown and sustained through the efforts of the staff and the patients. Urbana Acupuncture, LLC does not receive grants, state or federal money. Urbana Acupuncture exists because patients pay for their treatments. Please take a stack of cards and share your experience with others.

### **Your Responsibility:**

Acupuncture is a wonderful complement to conventional medicine, but is *not* a substitute for it. Urbana Acupuncture does not provide primary care medicine. Please consult your physician if you might have a serious infection, growth, or wound... or if you want someone knowledgeable to review your medical history. We need you to take responsibility for your own health.

### **Promote community-mindedness**

We have found that our patients are extremely respectful and adaptable. For instance, some bring earplugs or headphones if they dislike snoring. Others find a new favorite chair when we are busy. So, grab a blanket, remove your socks and shoes, kick back in the chair, get yourself comfortable and ready for treatment.

We appreciate all your help in keeping the community room quiet and welcoming to all:

- Turn off your cell phone** before you enter the room
- Please speak only softly** and briefly in the community room
- Schedule time outside** the community room with an acupuncturist if you think you would like to have a substantial discussion. Sometimes, we may have to set up a phone conversation.
- Check out our books about community acupuncture**, for purchase or review upfront, for general answers and background about acupuncture and community acupuncture.

### **Insurance / Receipts**

We do not have any relationship with insurance companies. If you have insurance, we are happy to give you an insurance receipt so you can submit for reimbursement, but you must ask us for a medical receipt at the time of payment. Front desk staff can only issue receipts at the time of payment.

### **Our Commitment to You**

We provide a safe environment with skilled practitioners. We want our community to be welcoming to all different kinds of people. It is our mission to provide affordable and accessible acupuncture to as many people as possible in our community. Please help us with this by being respectful of and in our clinic. And please - enjoy the space. We do, and hope that Urbana Acupuncture can be an important part of your community.

**Thank you from Urbana Acupuncture Staff**