

Welcome Letter for Clients at One World Community Acupuncture

Please take some time to read this letter carefully. It contains valuable information to help you understand what you can expect at One World Community Acupuncture.

“Community” Acupuncture:

In the simplest terms, community treatment means “group” treatment. *However, on a deeper level, it means that you benefit from the healing energy that everyone in the room gives off.* So, you can come alone or with family and friends. Either way, you’ll quietly receive treatment in a common room and probably drift off to sleep.

It is a deep privilege to tend the health of people resting together. I cannot overstate the advantages of being treated in our community.

We are part of a community of like-minded acupuncturists from all over the United States, Canada, Australia, the U.K. and Israel. We are the Community Acupuncture Network and we are committed to ensuring that quality acupuncture treatment is available to anyone who seeks it. If you want to find an acupuncture clinic that has the same principles of pricing and group treatment in another area for a friend or family member,

go to www.communityacupuncturenetwork.org and see the “Locate A Clinic” button at the top of the home page. All the clinics in our membership are listed.

How to get here:

We are located just north of the town center of Fitchburg. If you need help with driving directions, please see “Directions” on our website or call our office. It is a convenient drive from the towns surrounding Fitchburg and only a 25-35 minute drive from Worcester.

What to expect when you arrive:

Most likely, other patients will be napping or resting comfortably in the treatment room, so please enter quietly.

Please refrain from using any perfumes or scents in this clinic. Some of our patients are allergic to the ingredients in the scents.

We have a coat rack for everyone on the left as you enter. Please take valuables with you to the treatment area but feel free to hang your coat. We have a box for umbrellas and some people like to leave their boots at the door in the winter.

Once you enter the treatment room, you may want to take a blanket off the shelf; we keep the room warm but acupuncture

can bring some people's body temperature down. This is mostly a sign that the treatment may have been especially effective. The pillows are for the comfort of your arms and your neck. Please use one of the small towels or the table napkin for a cover.

We try to be as eco friendly here as possible, so we encourage you to bring your own blankets and pillows for your treatment. Some patients feel more comfortable with their own stuff and it cuts down on the amount of laundry. Some people bring their own totes with their blankets etc. and keep it with them in their car.

- You will be treated in a zero-gravity lounge chair. Once seated, you can push with your feet to lie back.
- The chairs have two kinds of locking systems: the wing and the dial. They can be a little tricky the first time using them, but don't worry: we will teach you how to work them.

A word about needles:

The needles we use at this clinic are 9/1000th of an inch in diameter: **EXTREMELY THIN**. The width of a hair is 5/1000th of an inch. We treat a lot of people and rarely does anyone feel anything but the slightest of sensations.

What to expect when being treated:

Once you are settled, the acupuncturist will quickly review your chart and discuss with you the reason for your visit. In addition, she may feel your wrist pulse and look at your tongue. These procedures take no more than 5 minutes to conduct. Do not be surprised if he/she starts to put needles in while still talking.

If you have some concern about the needles, please state that at the beginning so we can work with you to ease your anxiety. Most people's fears melt away when they see everyone resting peacefully around them and realize the treatment is painless.

Once all the needles are in, the treatment usually lasts anywhere from 45 minutes to an hour. Some people fall asleep. We do not wake anyone up unless you ask to leave at a specific time. If you do not fall asleep, try to rest quietly for at least 45 minutes. If you cannot lie still for that long, speak with the acupuncturist.

Once we can see your eyes are open and you have that "okay I'm ready" look in your eyes (in our clinic patients say, "I'm cooked"), the acupuncturist will take out your needles and review your treatment plan with you.

Treatment Plans

Studies have proven that acupuncture works best when **a frequent and consistent schedule of treatments** is maintained over time. The time required for treatment response varies from patient to patient.

Most of our patients have had long-term, chronic pain or other symptoms; it is not reasonable to expect that these symptoms will disappear after only 2-3 treatments.

Patients who follow their treatment plans faithfully have demonstrated the best responses, drastically reducing - and even eliminating – the symptoms that have been bothering them for many years.

Most acute pain (2-3 months or less) symptoms take 4-20 total treatments, given over a frequency of 2-3 times per week.

Fortunately, the side effects of acupuncture treatments can be quite nice. You may sleep better, feel more relaxed; and each session is an opportunity to treat yourself to a well-deserved nap!

Chronic or more complex cases (multiple health issues) can take longer and we may ask you to come in even more frequently. If greater frequency is required, we can revisit the sliding scale to accommodate the increased frequency.

Your commitment to the treatment frequency prescribed in your treatment plan is your best bet for getting the results you seek.

What to expect after treatment:

After the first treatment, most people feel pretty relaxed. You may or may not feel any relief of your symptoms. As one of our patients explained:

“After the first treatment I actually felt a little worse but by the third treatment I started to feel the pain in my leg easing up. After a couple of months, it got so there were times that I did not feel the pain at all. I have been in chronic pain for many years so this was a welcome change.”

It may take 3, 4 even up to 6 treatments to feel any relief. *For most acute conditions, patients feel at least 25% improved after the 3rd treatment.*

Sometimes you will feel great right after the treatment but your symptoms start creeping back. This is to be expected. With consistent treatment, your symptoms will decrease in frequency and intensity over time.

What to expect after each treatment

After your treatment is finished, please put the pillows and blankets back on the shelves folded neatly. The towels and cloth napkins go into the hamper.

The clinic will be responsible for changing the sheets on the chairs.

Acupuncturists are not primary care doctors

We effectively treat many conditions but we are not primary care doctors. If you have a serious or life threatening condition that requires immediate medical attention, call your regular doctor or go to the emergency room.

The Sliding Fee Scale

We Charge \$15-\$35 per visit with a \$10 first time paper work fee.

The sliding fee scale is the lifeblood of our clinic. We understand that health care in America is costly. Our sliding scale makes acupuncture available to many more people. We

know that there are some people for whom even our sliding scale is a barrier to access. While we advocate for this change in the U.S. Healthcare system, we cannot –at this time- give regular care for free.

But we do depend on those of you who choose to pay at the bottom of the scale. That is why we designed flexibility in our payment system. What you pay within that scale is up to you. Everyone contributes to the financial health of our clinic.

Payments

There is a mailbox on the front desk where you drop your payment. We accept cash/checks only. As of January 2011, we will be accepting credit cards (for an extra fee).

Acupuncture makes some people feel so relaxed they forget to pay after their treatment. To avoid that inconvenience, we suggest that you pay and make your appointments **before** you get ready for your treatment.

We are happy to make change for your bills, just ask. Make checks out to 'Tess Bois'.

Our Commitment to you

We want our community to be welcoming to all different kinds of people. We want to give you tools to take care of your own health so that you need not only rely on an all-too-often impersonal and inefficient medical system offering costly, high-tech interventions. We will provide you with skilled practitioners who continue to sharpen communication and clinical skills through ceaseless education and self-evaluation, in order to provide you with great acupuncture treatments in a safe, trustworthy healing space. We will provide an environment free of judgment. We will always be available to listen to any advice and/or feedback you may have about One World Community Acupuncture. We will do all of this with a sense of humor and help from you as well.

A word about herbal medicine:

We provide Chinese Herbal Formulas to supplement treatment, but only occasionally. Herbal consultations are separate appointments and we charge a flat fee of \$20, not including the herbs. Most conditions can be successfully treated without the use of herbs.

Education:

Many people are curious about how acupuncture works. Even those of us who are trained acupuncturists are not exactly sure how it works. Instead of answering your questions during our clinic hours, we have some resources that are “user” friendly since most books on acupuncture can be hard to understand. We have 2 books we often recommend to the more curious.

One is called, “Why did you put that needle there?” by Andrew Wegman at Manchester Acupuncture Studio in Manchester, N.H. The other is called “Acupuncture is Like Noodles” by Lisa Rohleder at Working Class Acupuncture in Portland, OR. Both books are written from a community acupuncture perspective. The first book is available in a PDF file. Our website links to that site. You can buy it for \$8 at the clinic or you can read it in the office before or after you get treated. We sell the “Noodles” book for \$25 per copy.

Tell others about One World Community Acupuncture

We have many happy patients who tell others about us. And if you are happy with our service, we encourage you to tell others about us too. We rely on word-of mouth; we get most of our patients that way. Patients who come to us that way are

generally the best patients we have because they already have confidence that someone else has had success in our clinic.

Thank you for making an appointment. We hope that this letter answers your questions or makes you feel more comfortable about coming to our clinic. It is our goal to educate as many people as we can about acupuncture by successfully treating them.

Once again, welcome to our clinic.