

Dear New Patient,

Welcome to White Lotus Acupuncture and Massage. As your healthcare provider, I look forward to applying my expertise for your healthcare needs. I encourage and welcome your commitment to achieving better health and quality of life through your cooperation with me. At all times, please provide me with your questions and valuable feedback, either through email, text or phone calls.

Please read initial the following items:

Pre-Treatment considerations: Please eat and adequate amount of food before your treatment. You should not receive acupuncture with an empty or overly full Stomach.

Post- Treatment care: If you receive treatments for pain, avoid aggravation of the painful area between treatments. It is recommended to “baby” that area and avoid strenuous or aggravating activity as much as possible in order to receive maximum benefits. If the area is constantly aggravated it will take more treatments to achieve satisfactory results.

Acupuncture treatments and recovery: Acupuncture treatments stimulate your body's own healing capacity, therefore the progress of your healing will follow a natural course. The individual time for recovery will be different from patient to patient. Based on your individual needs I will devise an appropriate treatment plan aimed towards recovery. Please be aware that consistency with the treatment plan is crucial in reaching your goals.

Timing: We encourage you to arrive a few minutes early so that you can use the restroom, have a drink of water and relax before your treatment. Please allow an hour to an hour and a half for each visit.

Payment: for all services such as acupuncture, massage, herbal medicine, dietary supplementation, bloodwork analysis, salivary testing analysis is due in full at the time of your visit. We accept cash, personal checks and most major credit and debit cards. We charge 3% for using a credit card to cover fees incurred. We do not provide payment plans. There will be a charge of \$30 for every returned check.

Insurance: We are not providers on any insurance plan, however some insurance

companies do cover acupuncture treatments and massage. We suggest that you contact your carrier regarding individual benefits. As a courtesy we can offer you a superbill-receipt for services with comprehensive documentation to fulfill your claim, which you may submit to your carrier for direct reimbursement. Your superbill-receipt may also be submitted to a flexible-spending or health-savings account if you have one through your employer.

Cancellations: Your appointment time is reserved for you. A 24 hour-notice is required for appointment cancellation and rescheduling. You will be charged a missed appointment fee of \$35 for any missed appointment or late cancellation. You may pay the fee at your next appointment or we will invoice you via square invoicing service.

Communication: I give permission to Desiree Sterling, L.Ac., to contact me via telephone or email and leave me a message that may contain appointment or medical information if I am not available.

Chinese Medical Botanicals: Your healthcare provider may prescribe medical botanicals which may be purchased either at Desiree Sterling, L.Ac.'s clinic or elsewhere. Most insurance companies do not cover the botanical prescriptions and dietary supplements we prescribe and dispense.

I have read and understood the above-stated policies of Desiree Sterling, L.Ac. and will comply with them.

Your signature (parent or guardian if minor)

Print name (parent or guardian if minor & patient name)

Date