**MedVed Integrative Medicine and Acupuncture Clinic**

 **10951 SORRENTO VALLEY RD 1-d san diego ca 92121 phone:** 619-354-0455

 **Acupuncture • auricular acupuncture • Cuppung/ massage • REIKI • electric acupuncture** **• herbs** **• IASTM • TUI NA**

 **Welcome to Our Practice**

Thank you for choosing our office to meet your health care needs!

Our goal is to provide a safe and comfortable healing environment that fits your needs.

In addition to Acupuncture, you will have access to Massage, Cupping, Auricular therapy, Infrared heat therapy, Moxibustion, Gua Sha, Electric acupuncture, IASTM (Instrument Assisted Soft Tissue Mobilization), Herbal medicine and Lifestyle counseling.

To make the most of our treatments together, we compiled this letter to answer common questions or concerns you may have about treatments.

Acupuncture isn't really into hard-and-fast rules. However, there are some general rules of thumb when it comes to preparing for an acupuncture appointment.

1. **Your initial visit may take up to 1 1/2 hours. Please plan your schedule accordingly.**
2. **Avoid scheduling acupuncture before or after something very strenuous. You don't want to show up very full, or after having eaten something heavy, fried or spicy, but *do not* go for acupuncture on an empty stomach. It can leave you feeling lightheaded or physically depleted.**
3. **It’s better to be a little full than distracted by hunger during your appointment. If you're going for acupuncture later in the day, avoid coffee and alcohol for at least two hours before.**
4. **Wear loose clothing. Loose clothing usually makes things easier for you and the practitioner.**
5. **If you have a chance, please shower before treatment (sometimes we use topical applications or certain modalities and ask our patients not to bathe or swim after that). If you used public swimming pool, swim in the Ocean, visited tanning salon or health club facilities, please, shower before treatment to prevent possible infection.**

During your first visit, we will do a thorough health interview and history, and then partner with you to develop a personalized treatment plan. You will have ample time to ask any questions you may have.

Please note that because this time has been reserved especially for you, we request notification of any scheduling changes a minimum of two business days prior to the first appointment, and one business day prior to established patient visits. Any missed appointments are billed at the regular appointment rate. **We have 24 hours cancellation policy.** Valid emergencies are, of course, always an exception to this policy.

No refund for no shows, or late arrivals. Late Arrivals: If you arrive late for your appointment, you will be charged in full and may have less time for your appointment.

***Herbs, Supplements & Prescriptions:***

If for any reasons you unable to take your prescribed items or you changed your prescribed medications, vitamins or herbal supplements, please let our office know as soon as possible.

***Return policy:***

Any unopened product within 30 days after original purchase date will be applied to a full **refund** in the same payment method of the purchase price.

Package discounts are non-refundable if a patient decides not to use them. We can offer gift certificates or products for amounts that are leftover.

***Payment:***

Payment is due at the time of your appointment, unless alternate arrangements have been made.

Accepted methods of payments are: Cash, Check, Visa, Credit cards.

We require all patients to have a current signet credit card authorization form on file to secure your appointments and fulfill your mail-order prescriptions.

Please note there is a $30.00 charge for checks returned due to insufficient funds.

We require all patients to have a current signet credit card authorization form on file to secure your appointments and fulfill your mail-order. Prescriptions

***Insurance:***

Right now we do not participating with Healthcare plans. We use Super Bills.

Please check with your insurance if your plan includes acupuncture benefits if administered by a licensed acupuncturist. A medical receipt detailing diagnostic codes and fees can be provided to you for each visit. This receipt can be submitted to your insurance carrier.

To help us better serve you, please take some time to complete and sign the enclosed forms before arriving at your first appointment. If you have recent laboratory or imaging test results that you would like to review at the initial appointment, please bring copies, or make arrangements to have them faxed to our office. If you have any questions, feel free to call us. We look forward to meeting you soon.

 **MedVed Integrative Medicine and Acupuncture Clinic Team.**