Welcome to Our Community!

Please take a minute to read this introduction to our clinic and to our community. We are delighted that you are interested in joining us!

What is different about the Cup of Life Healing Center clinic?

- **We treat in a community setting** -
Most US acupuncturists treat patients on tables in individual cubicles. This is not traditional in Asia, where acupuncture usually occurs in a community setting. In our clinic we primarily use recliners, clustered in groups in a large, quiet, soothing space. Treating patients in a community setting has many benefits: it’s easy for friends and family members to come in for treatment together; many patients find it comforting; and a collective energetic field becomes established which actually makes individual treatments more powerful. In some styles of acupuncture, the needles are removed after only a few minutes or after a half hour at most. The style of acupuncture we practice at Cup of Life Healing Center allows patients to keep their needles in as long as they want, and the “right” amount of time varies from patient to patient. Most people learn after a few treatments when they feel “done”; this can take from twenty minutes to a couple of hours! Many people fall asleep, and wake feeling refreshed.

- **We have a sliding scale** -
Most US acupuncturists also see only one patient per hour and charge $65 to $175 per treatment. They tend to spend a long time talking with each patient, going over medical records, asking many questions. We don’t. The only way that we at Cup of Life Healing Center can make acupuncture affordable and still make a living ourselves is to streamline our treatments and see multiple patients in an hour, so we have returned to the traditional approach: instead of asking you lots of questions, we rely on pulse diagnosis to decide how to treat you. This is exactly how acupuncture is practiced traditionally in Asia -- many patients per hour and very little talking.

Here, at Cup of Life Healing Center, our fee is based on a sliding scale. We charge $15-$40 per treatment. You decide what you can afford to pay. There is no income verification. It is completely up to you where you fall in that scale. Because we have a sliding scale, we cannot do insurance billing (that’s the insurance companies’ rule). If you have insurance that covers acupuncture, we’ll be happy to give you a payment receipt, and you can submit it; that’s OK with the insurance companies.

Our Commitment to You

We want to make it possible for you to receive acupuncture regularly enough and long enough to get better and stay better. We want our community to be welcoming to all different kinds of people. We want to give you the tools to take care of your own health so that you will not need to rely on corporations like Big Insurance or Big Pharmaceuticals for costly, high-tech interventions. We will provide a safe environment with skilled practitioners.

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What We Need From You

♦ Responsibility
Cup of Life Healing Center does not provide primary care medicine! Acupuncture is a wonderful complement to Western medicine, but it is not a substitute for it. If you think you have a problem that is not “garden variety” (meaning, you are worried that you might have a serious infection, a malignant growth, or an injury that won’t heal), or if you want someone knowledgeable to go over the details of your medical history with you, you need to see a primary care physician (ND, MD, or DO). We can provide some excellent, affordable referrals, even if you have no insurance coverage. But you cannot expect us to diagnose and treat something really serious. We can provide complimentary care for conditions which require a physician’s attention -- for instance, we often treat patients for the side effects of chemotherapy. But we need you to take responsibility for your own health.

Cup of Life Healing Center does not receive grants, state or federal money, or insurance reimbursement. Cup of Life Healing Center exists because patients pay for their treatments – it a sustainable community business model.

♦ Flexibility
The community setting requires some flexibility from you. For instance, many patients may have a favorite recliner. When we are busy, someone may be sitting in yours. Similarly, we may have a few patients who snore. Other patients who dislike snoring can bring earplugs to their treatments. We are grateful for this! Some of our patients may even bring favorite pillows or blankets from home with them, because they prefer theirs to ours. That’s fine with us. Basically, we need you to participate in making yourself comfortable in the community room before we arrive to treat you.

In terms of how long you want to stay -- tell the receptionist or practitioner, when you check in, if you need to be somewhere at a certain time! If you want to be unpinned at a specific time, ask them to make a note and give it to the acupuncturist. We’ll make sure you’re out on time. In general, if you feel done, open your eyes and give us a meaningful look -- if your eyes are closed, we think you’re asleep and we won’t wake you up.

♦ Community-Mindedness
The soothing atmosphere in our clinic exists because all of our patients create it by relaxing together. We appreciate everyone’s presence! This kind of collective stillness is a rare and precious thing in our rushed and busy society. Maintaining this reservoir of calm requires that no one talk very much in the clinic space. If you would like to speak to a practitioner one-on-one at any length, please let us know. If you want to have a substantial conversation, we will probably need to schedule that separately and might need to do it by phone.

If you have questions about acupuncture and how it works -- please just ask. If we do not have time to discuss it at that exact time, we are more than happy to speak over the phone at a later time. In the future, we will have books available to purchase, as well as informative flyers and trifolds, which will explain many of your questions. Unfortunately, we can’t explain what every point does, or how acupuncture works, while we are treating you -- these are very large topics! This is why we will be creating a Resource Center. If you have questions, we’ll happily give you plenty to read!

Part of our success is that our patients learn the “routine” and take on a lot of responsibility for the appointments. Re-scheduling and making payment happens at the front desk BEFORE each treatment, so you
can relax and enjoy treatment. Please take all personal belongings, (bags, shoes, etc.) with you back into the treatment room. And of course, please turn off your cell phone.

♦ Commitment

Acupuncture is a PROCESS. It is very rare for any acupuncturist to be able to resolve a problem with one treatment. In China, a typical treatment protocol for a chronic condition could be acupuncture every other day for three months! Most of our patients don’t need that much acupuncture, but virtually every patient requires a course of treatment, rather than a single treatment, in order to get what they want from acupuncture.

One big reason that we are able to keep our prices so low is because of the extraordinary amount of marketing our patients do on our behalf -- we don’t have to advertise. We cannot express how grateful we are for this. Our patients are such effective marketers because they have first-hand experience of how well acupuncture works. All of our satisfied patients basically made a commitment to a course of treatment.

On your first visit, your acupuncturist will suggest a course of treatment, which can be anything from “we’d like to see you once a week for six weeks” to “we’d really like to see you every day for the next four days”. This suggestion is based on our experience with treating different kinds of conditions. If you don’t come in often enough or long enough, acupuncture probably won’t work for you. The purpose of our sliding scale is to help you make that commitment. If you have questions about how long it will take to see results, please ask us, or if you think you need to adjust your treatment plan, please let us know. We need you to commit to the process of treatment in order to get good results.

And, last, but not least….enjoy the space. We hope that Cup of Life Healing Center can be an important part of your community. Thank you,

Cup of Life Healing Center Staff
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<tr>
<th>Patient Information</th>
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<td>How did you hear about us?________________</td>
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| Health History | | Check symptoms you have or have had in the last year: |
|----------------|--------------------------------|
| What are your primary concerns for coming in for treatment? | | □ Depression □ Difficulty in focusing □ Dizziness |
| 1- __________________________ | □ Fatigue/tiredness □ Headaches □ Easily startled |
| 2- __________________________ | □ Dizziness □ Loss of sleep/ □ Excessive worry |
| 3- __________________________ | □ Poor sleep □ Excessive anger □ Excessive fear |

| How is your sleep? __________________________ | Check conditions you have or have had in the past: |
|--------------------------------| □ AIDS □ Allergies □ Anemia |
| How is your digestion? __________________________ | □ Breast lump □ Cancer |
| List medications or food supplements you are taking. | □ Arthritis □ Diabetes |
| ___________________________________________ | | How long has it been since you have had a complete medical exam? __________________________ |
| List serious illnesses, accidents or surgeries. | | | |
Please initial each section, then sign and date the back.
Thank you.

Patient Name (please print clearly): _________________________________

INFORMED CONSENT
I understand that Cup of Life Healing Center does not provide primary care medicine, and that I am responsible to seek primary health care from a qualified medical doctor.

Acupuncture is a safe method of treatment, but may have side effects including slight pain or discomfort at the insertion site, bruising, and rarely temporary dizziness or faintness. Unusual risks of acupuncture include infection, although this clinic uses sterile disposable single use needles, maintains a clean and safe environment, and adheres to the principles of clean technique.

I state that I do not have the following conditions:
☐ Pregnancy
☐ Bleeding disorders
☐ Local infections
☐ Use of anticoagulants
☐ Pacemaker

If I do have any of the above, I have listed them here____________________________

Please check one of the lines below:
___Okay to share information with my physician
___ Please do not share my information with my physician.

_____ I understand the risks and I voluntarily consent to the above procedures.

RELEASE OF LIABILITY FOR LOST OR STOLEN GOODS
Cup of Life Healing Center is not responsible for lost or stolen goods. Please do not bring valuables into the treatment room. We cannot guarantee their safety.

_____ I release Cup of Life Healing Center from liability for lost or stolen goods.
PRIVACY POLICY
In accordance with HIPAA (Health Insurance Portability and Accountability Act) regulation and New Hampshire Law, Cup of Life Healing Center takes the right to your privacy seriously. Therefore, we do not disclose any personal, health, financial, or any other information about you, or the services we provide to you to any third parties without your request or permission. This also includes online services we provide, including access to your appointment information, user-ID, or password.

As healthcare practitioners and administrators, we are also responsible for staying up-to-date with HIPAA regulations and for properly training all staff members and new employees to insure that your personal health information is not compromised. If at any time you have a concern or complaint about your privacy, please contact Cup of Life Healing Center’s privacy officer, or the Office of Civil Rights of the US Department of Health and Human Services.

_____ I understand Cup of Life Healing Center’s Privacy Policy.

FINANCIAL POLICY
Cup of Life Healing Center makes every attempt to make alternative healthcare, specifically acupuncture and Chinese medicine, available to as many people as possible, at the most affordable rates. In respect for our intention to offer high-quality health care at affordable prices, we ask for at least 12-hour advance notice if it is necessary to cancel an appointment. All appointments that are cancelled with less than 12-hour advance notice, and appointments missed without notice, will be charged the minimum amount for that appointment service. That means $15 for a community acupuncture appointment and $65 for a private Reiki appointment. If appointments have been purchased in a package, the missed or cancelled appointment will be deducted from the number of remaining appointments in that package. If you miss your appointment, you can be seen as a walk-in by the same practitioner with whom you had your original appointment, if they can fit you in. If you want to come later the same day and see a different practitioner, you must pay for both appointments.

_____ I agree to Cup of Life Healing Center’s Financial Policy

By signing below, I agree to the policies, consents and release of liability as set forth on the entirety of this document.

Signature ____________________________ Date _____/ _____/ ______