



Dear New Patient,

Welcome to Kara Haines Acupuncture. I am honored and delighted that you have chosen this practice for your journey towards health and well-being. I strive to provide a blend of proven ancient Chinese Medicine practices with cutting-edge modern advancements and am committed to your treatment being successful.

I look forward to partnering with you to address your health concerns, and I will do all I can to ensure you achieve the most successful result possible for you.

The doctor-patient relationship requires both cooperation and mutual trust. I will strive to provide you with the best possible medical care and ask that you participate in this effort to the best of your ability.

This welcome letter was prepared to acquaint you with the office policies of Kara Haines Acupuncture and answer questions you may have regarding the practice.

Acupuncture is a beautiful complement to Western medicine, but it is not a substitute for it. If you think you have a severe and undiagnosed problem, you need to see a primary care physician. We cannot diagnose and treat something dire. We can provide complementary care for conditions that 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 health.

Many new patients want to know what to expect during acupuncture treatment. With the insertion of needles, you may feel certain sensations, some of which may be pleasant and others uncomfortable. You may feel a dull ache, tingling sensation local to the needle or elsewhere in the body, a feeling of fullness, energy moving through the body, relaxation, or a sensation of tightness. That is all normal. But if you feel anything sharp, that is the needle, just let us know. Also, after treatment, you may feel grounded, relaxed, and possibly “spacey.” That’s normal with acupuncture.

During the intake, you will be asked many questions, some explicitly related to your complaint and others seemingly unrelated. Traditional Chinese Medicine requires the entire person to be

taken into consideration so we can determine what is causing the condition or disease. We treat the whole person, not just the symptom.

Follow Medical Advice. A doctor's treatment or medication prescribed is only part of the program to keep you in good health. Medical advice is always given for your benefit, and your cooperation is essential. As with any medical treatment, healing with acupuncture is a process. Certain conditions may take time and are influenced by many factors. Over time, things should improve, and if necessary, we will adjust your treatment plan as we proceed. Changes to your condition can happen faster than anticipated, so enjoy them!

Ask questions whenever you do not understand your treatment or medical advice.

Always report any problems you have with medications, herbs, or other treatments. Different people react differently to the same medicine or drugs. It is possible for me to properly manage your care only if you tell me about the difficulties you are having, or if medications are not effective or causing you discomfort.

Keep Notes Following Treatment. Remember to keep mental or written notes as to the response to your treatment. Paying attention to any change is essential information for you to recognize progress and for you to communicate to your practitioner for optimum treatment strategy and for the practitioner to know if any adjustments must be made to your treatment plan.

Fragrance-Free Zone: Many of our patients are sensitive to smells. Please avoid wearing any perfume, cologne, or scented lotions to your appointment.

Cell phones and Electronics: Out of consideration for others, please completely turn off your mobile devices or put them in silent mode.

Music/Sound: We will have music playing; you may bring earplugs if the music bothers you, or it is not possible to turn off the music in your room. Please do not speak loudly. Keep voices down to a minimum to maintain a relaxing environment.

Tips for Your Acupuncture Treatments

1. Wear loose-fitting clothes that can be easily rolled up above your elbows and knees. Also, you may need to expose your abdomen from your rib cage to the top of your hips, so avoid one-piece suits or dresses.
2. Be sure you have eaten at least a light meal within a few hours before arriving.
3. Avoid alcohol on the day of your treatment.
4. Avoid overeating immediately before treatment.
5. Drink plenty of water and stay hydrated after your appointment

6. For best results, avoid strenuous activity immediately following treatment. Set aside enough time so that you are not rushing to and from your visit. Physical strain shortly before or after acupuncture can weaken your body.
7. Keep a positive attitude and EXPECT positive results. As we follow through on your treatment plan, look for signs of improvement, and take encouragement from them. Build an approach that expects positive results and know that profound healing is possible. Your belief and expectation has an incredibly strong influence on your body and is a crucial factor in healing.

Payment and Insurance and Cancellation Policy

Payments: Payment is due at time of service

Cancellation/Late Policy: If you cancel with less than 24 hours' notice, or if you miss a booked appointment, you will be charged half price for the appointment. If you are more than 15 minutes late to an appointment, the remainder of the time-slot may be given to another patient.

Non-Refundable Payment Policy: All services and herbs purchased are non-refundable. No refunds will be provided for the full or partial price for any used products or services unless noted otherwise by the practitioner.

Insurance: I am not currently a participant of any insurance network (in other words, I am considered an 'Out-of-Network' provider). If you have out-of-network acupuncture benefits, I can provide you with a "superbill" for services rendered that you can submit to your insurance company for potential reimbursement.

Thank you once again for selecting Kara Haines Acupuncture for your care. Should you have any specific questions that have not been answered, please do not hesitate to ask.

Sincerely,

Dr. Kara Haines, DACM, L.Ac.

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