



**Welcome Comrades!** We are delighted that you have decided to join us for acupuncture! Here are a few things that we think it's helpful for you to know:

- **The Turning Point (TTP) provides community acupuncture.** This means that you will receive your treatment in a large, quiet, comfortable room; you will be sitting in a recliner, rather than lying on a table; you do not need to disrobe, you just need to roll your sleeves up to your elbows and your pants up to your knees; you and your acupuncturist will speak briefly in whispers before you get treated; you can stay as long as you want; and last but not least, there will be other people getting treated at the same time, in the same room, in the same way. We love community acupuncture because it makes it comfortable rather than isolated, and to create together a collective energetic field which makes the individual treatments more powerful and clinically effective.
- **TTP has a sliding scale.** For many thousands of years, acupuncture has been a "people's medicine": low-tech, inexpensive, easily available, and very quiet. Only in the US in the last thirty years did acupuncture become a luxury item for wealthy people, with a cost of \$50 to \$250 per treatment, individual treatment cubicles, and lots of talking. We have eliminated the unnecessary talking and the unnecessary high prices. Please pay us whatever you feel comfortable with on our scale of \$15 to \$35, keeping in mind that you may need a series of treatments. If the cost of treatment is an issue, please let us know. We want you to come in for acupuncture frequently enough and regularly enough to really feel better.

#### **Community Fee Structure**

**There is a one-time \$10 paperwork fee with the first appointment.**

**Acupuncture appointments are on a sliding scale of \$15 - \$35 per treatment.**

**You decide what you can afford.**

The purpose of our sliding scale is to separate the issues of money and treatment; we want you to come in often enough to really get better and stay better! We understand that everyone's situation is different, and our primary goal is to make acupuncture available to you as often as you need it.

- **TTP has no relationship whatsoever with insurance companies, because insurance companies don't like sliding scales!** If you have insurance that covers acupuncture, we can give you a receipt to submit, but we cannot bill your insurance for you.
- **Acupuncture is a process.** Every now and then, acupuncture will act like a "miracle cure", and a person will have all of their symptoms disappear after only one treatment – but that is a rare event. Acupuncture works by stimulating the body's own self-healing mechanisms; it is gentle



and safe and usually gradual. Almost everybody who gets acupuncture will need a series of treatments to get good results, which is one big reason we came up with our sliding scale. If you don't come in often enough or long enough, acupuncture probably won't work well for you. Your acupuncturist will suggest a treatment plan to you, meaning, how many treatments we think you will need to get good results; please let us know if you have any questions about your treatment plan, and please stick with it to the best of your ability.

A few housekeeping details: if you need to be up by a certain time, please tell the receptionist when you check in – NOT your acupuncturist, because receptionists are better at keeping track of these things than acupuncturists are! Please bring whatever you need to make yourself comfortable, such as earplugs or headphones; we have pillows and blankets, but if you prefer your own, you can bring those too. Please take all personal belongings with you into the treatment room, and please keep your shoes on until you sit down in your personal recliner. And please remember that our community works best when everyone is reasonably flexible. One of the things we love best about our clinic is how many different kinds of people enjoy coming here for acupuncture – but some of them do snore, it's true.

About Walk-ins, Making Appointments, and our Cancellation Policy: Many of our patients appreciate being able to make same-day appointments. We get it – you don't always know ahead of time when you will want acupuncture, and if you suddenly get a free hour, you might want to fill it with a treatment! But we also really hate to turn anybody away. So while we will try to accommodate walk-ins whenever possible, we ask that you please make an appointment, even if it's only calling ahead to make sure there's room in the schedule before you leave your house. If you show up without calling, you are taking the chance that we might be 100% booked for the rest of the day – it doesn't happen often, but it does happen. If you walk in without an appointment, we need to treat the people who have appointments before we treat you, so you might have to wait a lot longer than we'd like.

If you need to cancel an appointment, we request the courtesy of a 24-hour-notice. There are lots of people waiting for appointment slots to open-up (especially during peak hours). When you have an appointment and cancel with short notice, you deprive someone else the opportunity to receive care at our clinic. **If you do not give us 24-hours advance notice, you will be charged a \$10 missed appointment fee.**

How you can support us: TTP is a community-supported business. We do not receive any grants, state or federal money, or insurance reimbursement. When we started our clinic in 2007, we treated about 12 people per week. In 2012 we are treating over 100 people a week. This huge growth is due entirely to all of our wonderful patients telling everyone they know about how great acupuncture is, and how well it works when it's not too expensive. Treating so many people allows us to keep our prices low, so the main thing you can do to support us is to help us spread the word!

Welcome again and thank you for joining us!