



SILVER SAGE

ACUPUNCTURE

Dear New Patient,

Welcome to Silver Sage Acupuncture Clinic. We are honored and delighted that you have chosen us as your Chinese Medicine Practice. We strive to provide a blend of proven ancient Chinese medicine practices with modern, evidence-based, science backed treatments. We are committed to your treatment being successful. We look forward to partnering with you to address your health concerns, and we will do all we can to ensure you achieve the most successful result possible.

The doctor-patient relationship requires both cooperation and mutual trust. We will strive to provide you with the best possible medical care, and we ask that you participate in this effort to the best of your ability. Rest assured your practitioner is highly trained and educated. Acupuncturists must obtain a minimum of a master's degree or higher and maintain state and national licenses in order to practice. Trust that you are in good hands.

This welcome letter was prepared to acquaint you with the office protocols and to answer commonly asked questions.

What to expect during treatment? Initial treatments can be 1.5-2 hours long while follow-up appointments are usually 60 min. We do our best to run on time, but there may be some overlap. If you have a strict time deadline, please inform us before treatment so we can accommodate you.

With the insertion of needles, you may feel certain sensations, some of which may be pleasant and others slightly uncomfortable. You may feel a dull ache, tingling sensations, a sensation of fullness, energy moving through the body, relaxation, or have emotional releases. After treatment you may feel grounded, relaxed, and possibly

“spacey”. This is all normal. Inform us if any sensation is too uncomfortable and we will immediately adjust treatment. Acupuncture stimulates your body to release its own “feel good” hormones and pain-relieving endorphins so expect to feel good on treatment days (and beyond).

During the intake, you will be asked many questions, some related specifically to your complaint and others seemingly unrelated. Traditional Chinese Medicine requires the entire person be taken into consideration so we can determine what is causing the condition or disease. We treat the whole person, not just the symptom.

Note: Acupuncture is a wonderful complement to Western biomedical treatments, but it is not intended to replace them. If you believe you may have a serious, undiagnosed problem, you need to see a medical doctor. We work with your physicians to provide comprehensive, integrative care.

Follow Medical Advice. A doctor's treatment and herbal formula prescriptions are 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!

[Please ask questions whenever you do not understand your treatment or medical advice, we cannot help if we do not know what you need.](#)

Always report any problems you have with medications, herbs, or treatments.

Herbal formulas may be prescribed as part of your treatment plan. Different people react differently to the same treatment or herbs. If you feel uncomfortable or if formulas are not effective, please let us know so we can adjust dosages and treatment strategies.

Online herbal/supplement dispensary. Some nutritional supplements and herbal products may be prescribed for you. Silver Sage Acupuncture partners with **Fullscript**, an online platform where patients can receive prescriptions and order high-quality supplements at a **10-15%** discount + free shipping on orders over \$50.00. This is a

customizable platform which simplifies and streamlines ordering and re-ordering. You may receive an email asking you to sign in and order what your practitioner recommends.

Tips for Your Acupuncture Treatments

1. Wear loose fitting clothes that can be easily rolled up above your elbows and knees.
2. Be sure to eat before treatment to reduce the risk of nausea or dizziness.
3. Avoid alcohol on the day of your treatment.
4. Drink plenty of water and stay hydrated after your appointment.
5. For best results, avoid strenuous activity immediately following a treatment. Set aside enough time so that you are not rushing to and from your visit.
6. If a needle makes its way home with you after treatment, safely dispose of it in a closed container. Contact the clinic to inform the practitioner. While every precaution is taken during every treatment to ensure this does not occur, sometimes a needle may fall in clothing.
7. Keep a positive attitude and EXPECT positive results. Look for signs of improvement and take encouragement from them. Build an attitude that expects positive results and know that profound healing is possible. Your belief and expectation have a strong influence on your body and is a key 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 may be charged the full price for the appointment. Try to give us as much notice as you can so other patients can take your time slot.

Non-Refundable Payment Policy: All services purchased are nonrefundable. No refunds will be provided for the full or partial price for any used services.

Refund Policy on Pre-Paid Packages: Refunds are acceptable for "discount prepayment packages". When refunded, you will be charged at our full rate for each treatment you've already received, then you will be refunded the remainder.

Insurance: We are “out-of-network” with most insurance companies. We will check your benefits to see if you have acupuncture coverage. Benefits are not always a guarantee of payment, if your insurance company refuses to pay, you will be responsible for up to, and no more than, our “cash” rate. We may also choose to provide a Superbill which you can send to your insurance company for reimbursement.

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

Sincerely,

Dr. Megan C. Lindsey, DACM, Dipl.O.M., L.Ac. & Staff
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