



Southside Community Acupuncture, LLC

Welcome to our community!

Our mission at Southside Community Acupuncture, LLC (SCA) is to provide high-quality, affordable, community supported acupuncture for Richmond and the surrounding area. Please take a moment to read through this important information so you can get a sense of what to expect.

- **We treat in a community setting:**

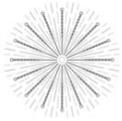
Patients are treated individually while relaxing in zero gravity chairs in the same room together. Similar to a yoga or exercise class, or a library in which many people are intently studying, the presence of other patients enhances the effect of a quiet, peaceful healing environment. All patients remain fully clothed since treatments use acupuncture points on the head, arms, legs, and feet. On average, treatments last about 45 minutes. The time depends on several factors, including your personal preference for how long you want to relax with the needles. During very busy times, we may wake you after 45-60 minutes to accommodate everybody. Please note all needles are pulled 45 minutes after the last treatment of the day begins.

- **We have a sliding scale of \$25-55 plus a \$15 new Patient Fee**

You decide what you can pay within that scale. We will never ask you for any personal financial information nor suggest to you what you should pay within our sliding scale. It is completely up to you. First Visits to our clinic include a \$15 intake fee to cover the administrative costs associated with inputting your data into our system. That means that the very first time you come in for a treatment, you will pay a minimum of \$40 for your treatment. All subsequent visits to SCA fall within our sliding scale of \$25-\$55.

- **We Do Not Bill Health Insurance**

Payment is due at the time of service. We accept Cash, Credit / Debit Cards and most HSA / FSA cards. Sorry No Checks. Because we have a sliding scale, we cannot bill



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insurance. If you need a receipt or super bill, please ask for one at the time of your treatment. **SCA does not provide end-of-year receipts for your taxes.**

- **SCA does not provide Primary Care medicine**

Acupuncture complements Western medicine well. In practicing complementary medicine, SCA seeks to support rather than replace the care of your existing physician or therapist. If you have a serious medical condition, or if you need someone to go over the details of your medical history or lab tests, you will need to consult with a primary care physician (MD, DO, or ND). We can provide complementary care for conditions which also require a physician's attention such as treating the side effects of chemotherapy, Lyme disease, Hepatitis, etc.

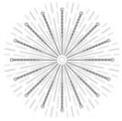
- **Community supported**

Community supported means SCA is a for-profit socially conscious business which operates completely off the sales of acupuncture treatments and qigong activities. SCA does not operate with assistance of non-profit donors, federal grants, or subsidized treatments from health insurance.

- **Community-Mindedness**

The calming environment of our clinic exists because all of our patients create it by relaxing quietly together. Part of our success is that our patients learn the "routine" and take on some responsibility for their appointments.

- Please arrive early so you can be ready in your chair by your appointment time.
 - Please pay at the front desk after your appointment.
 - Please talk in hushed tones once you enter the clinic space.
 - Please wear loose clothing, and roll up your sleeves and pant legs.
 - Please place all personal belongings (bags, shoes, etc.) into the basket underneath your chair.
 - Please silence all wireless devices before entering the clinic.
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- **Flexibility**

The community setting requires some flexibility. For instance, many people may have a favorite chair that they prefer. When we are busy, someone may be sitting there. Similarly, we may have a few patients who snore. Other patients who dislike snoring bring earplugs or their own music to their treatments. Some of our patients may also choose to bring favorite pillows or blankets. If you need to be somewhere at a certain time, please let your acupuncturist know. We will try our best to make sure you are out on time.

- **Commitment: Acupuncture is a PROCESS**

The benefits of acupuncture are cumulative, so more than one treatment is necessary. For acute conditions you can expect to have 6 to 10 treatments, but you will usually begin to feel relief after just the first few. Chronic conditions may take longer to respond, depending on the type, severity, and duration of the condition. SCA's low cost per treatment helps patients better afford more frequent return visits. Treatments for general well-being and prevention may also be scheduled on an as-needed basis. 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." 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. Thank you for taking the time to learn about our community. We are grateful to be able to hold this space, and we hope you enjoy it as much as we do.

Again, welcome to Southside Community Acupuncture. You have taken an important step on the road to more vibrant health. We look forward to serving you.

Yours sincerely,

Sean and Erica Honea
Southside Community Acupuncture, LLC
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