

Dear New Patient,

Welcome to Kimia Wellness, your Center for Integrative Medicine Services. We are honored and delighted that you have chosen us as your health and wellness provider. We offer a proven blend of ancient Medicine practices with cutting edge modern advancements, and are committed to providing comprehensive, compassionate and effective care. We look forward to partnering with you to address your health and wellness needs.

This welcome letter was prepared to acquaint you with the office practices and policies of Kimia Wellness and answer questions you may have regarding our practice. The doctor-patient relationship requires both cooperation and mutual trust. We will strive to provide you with the best possible medical and wellness care, and ask that you participate in this effort to the best of your ability.

**Treatment Philosophy:** When you receive care at Kimia Wellness, expect to come as you are and receive the appropriate treatment based on your unique condition and goals. We focus on you as a whole person and incorporate preventive care as a means to ensure you are getting the most out of your life. Expect to address your primary goals, develop a deeper understanding of your situation, and take with you information, guidance, and a sense of ease about what you can continue to do to maintain wellness in your life. Acupuncture, Qi Gong and Chinese Herbal Medicine are wonderful complements to Western medicine, but are not a substitute for it. If you think you have a serious, undiagnosed problem, you need to see a Western Medical Doctor. We do provide complementary care for conditions that require a physician's attention – for instance, we often treat patients for the side-effects of chemotherapy.

**What to Expect:** 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 some uncomfortable. You may feel a dull ache, tingling sensation local to the needle or elsewhere in your body, a sensation of fullness, energy moving through the body, relaxation or a sense of tightness. That is all normal. After the treatment you may feel grounded, relaxed, and possibly "spacey". That is also normal with acupuncture.

**During the intake,** you will be asked many questions, some related specifically to your concern and others seemingly unrelated. Traditional Chinese Medicine requires the entire person be taken into consideration so that we can identify and address all factors contributing to the condition or disease. We treat the whole person to obtain maximum results, not just the symptom. A doctor's treatment or prescribed medications 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!

Ask questions whenever you don't understand your treatment or medical advice. Always report any problems you have with medications, herbs, or other treatment. Different people react differently to the same treatment or drugs. It is possible for us to properly manage your care only if you tell us about difficulties you are having, or if medications are not effective or causing you discomfort. Keep notes following treatment - this is important 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 clients are sensitive to smells. Natural smell is also a useful diagnostic tool in Chinese Medicine. Please avoid wearing any perfume, cologne or scented lotions to your appointment.

**Cell Phones and Electronics:** Out of consideration for others and to get the most out of your treatment, please

completely turn off your cell phone or put it on Airplane Mode.

**Tips for your Acupuncture treatment:** Wear comfortable, loose-fitting clothing that can be easily rolled up above your elbows and knees. Also, you may need to expose your abdomen, so avoid one-piece suits or dresses. Be sure you have eaten at least a light meal within a few hours of your appointment, and avoid overeating immediately prior to treatment. Avoid alcohol the day of your treatment. Drink plenty of water to stay well hydrated after your appointment. 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. 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 attitude 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 key factor in healing.

**Payment Policy:** Full payment is due at time of service. Accepted forms of payment are cash and check.

**Cancellation Policy:** Please provide a minimum of 24 hours notice in case you need to cancel or reschedule an appointment. In case of last minute cancellation or missed appointment, you are responsible for the full price of the appointment.

**Refund Policy:** All services, supplements and herbs are non-refundable. No refunds will be provided for the full or partial price for any unused services, packages or gift certificates purchased.

**Insurance:** We currently bill insurance depending on your policy. We are also happy to provide you with a Super bill, which you may submit to your insurance company for private reimbursement.

Thank you once again for selecting Kimia Wellness for your care. Should you have any questions that have not been answered, please do not hesitate to ask. We look forward to serving your health and wellness needs. Welcome to Kimia Wellness!

Sincerely,

Roy Kimia  
Kimia Wellness