



Welcome to Salem Community Acupuncture Project, SCA!

*Please take a moment to read this introduction to our clinic and to our community.
We are delighted that you are interested in joining us.*

What is community acupuncture?

Most U.S. acupuncturists treat patients on tables in individual cubicles. In our clinic we primarily use reclining chairs, clustered in groups in a large, quiet, soothing space. Treating patients in a community setting has many benefits: it's easy for friends and family members to come in for treatment together; many patients find it comforting; and a collective healing influence becomes established which can actually make individual treatments more powerful. To answer general questions about acupuncture and how it works, we offer a small resource library in the lobby with books you can check out. We are also happy to recommend other titles to you, and of course the internet has lots of information. Unfortunately, we can't explain what every point does, or how acupuncture works while we are treating you since these are very large topics.

How long does it take?

On your first visit, your acupuncturist will suggest a course of treatment. This suggestion is based on our experience with treating different kinds of conditions. 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. The style of acupuncture we practice at SCA allows patients to keep their needles in as long as they want, and the "right" amount of time varies from patient to patient. Most people learn after a few treatments when they feel "done"; this can take from twenty minutes to an hour or more. Many people fall asleep, and wake feeling refreshed. In general, when you feel done, open your eyes and give us a meaningful look — when your eyes are closed, we won't disturb you.

Our commitment to you

We want to make it possible for you to receive acupuncture regularly enough and long enough to get better and stay better. We want our community to be welcoming to all. We aim to provide you tools to better manage your own health and well-being. We will ensure a safe environment with skilled practitioners.

What we need from you

Commitment

Acupuncture is a *process* and virtually every patient requires a course of treatment, rather than a single treatment, in order to get what they want from acupuncture. We need you to commit to the process of treatment in order to get good results. The purpose of keeping our costs low is to help you make that commitment.

Flexibility

The community setting requires some flexibility from you. For instance, many patients have a favorite recliner. When we are busy, someone may be sitting in yours. Similarly, we have a few patients who snore. Patients who dislike snoring bring earplugs to their treatments. Some of our patients even bring favorite pillows or blankets from home with them, because they prefer theirs to ours. That's fine with us. Basically, we need you to participate in making yourself comfortable in the community room before we arrive to treat you.

Community-Mindedness

The soothing atmosphere in our clinic exists because all of our patients create it by relaxing together. This kind of collective stillness is a rare and precious thing in our rushed and busy society. Maintaining this reservoir of calm requires that no one talk very much in the clinic space. If you would like to speak to a practitioner one-on-one at any length, please let us know and we will be happy to schedule that separately and might need to do it by phone.

Responsibility

We need you to take responsibility for your own health. This includes getting care from a primary care physician, if needed. SCA does not provide primary care medicine, however, we can provide complementary care for conditions which require a physician's attention—for instance, we often treat patients for the side effects of chemotherapy. Acupuncture is a wonderful complement to Western medicine, but it is not a substitute for it. If you think you have a serious infection, a malignant growth, or an injury that won't heal, or if you want someone knowledgeable to go over the details of your medical history with you, you need to see a primary care physician (ND, MD, or DO).



Is it easy to schedule appointments?

Yes! You can do it yourself online, or call and one of our receptionists will be happy to help you. We are open six days a week.

Online

www.salemcaproject.org

By phone

503-798-2918

How much does it cost?

The initial visit is \$50 only. For all subsequent visits we use a sliding scale of \$30-\$60 per treatment Acupuncture works best when patients can come for treatment based on how often they *need* it rather than how often they can *afford* it. The sliding scale allows you to determine what you will pay. We won't ask you anything about your income. Those who can afford to pay more help those who need to pay less. We have streamlined our treatments and see multiple patients

an hour to reduce the cost of acupuncture treatment and still make a living ourselves. This is similar to how patients are treated in Asia, the birthplace of acupuncture.

We do not do insurance billing

Because we use a sliding scale, we cannot do insurance billing (the insurance companies' rule). If you have insurance that covers acupuncture, we'll be happy to give you a payment receipt for you to submit.

How do I pay for treatment?

Each time you arrive for treatment, please check in first at the reception desk. We accept cash, credit/debit cards, and checks.

We charge a \$30 fee for appointments missed or cancelled with fewer than 24-hours notice

Please call us right away if you are not able to keep your appointment. We are happy to help you reschedule.

How can you help?

- Donations are always welcome and we are happy to provide you a receipt for your taxes.
- Spread the word! One big reason that we are able to keep our prices so low is because we rely on word-of-mouth advertising. Please let your friends and family know about our clinic. We are grateful for your support.

And, last, but not least . . . enjoy your treatment. We hope that Salem Community Acupuncture can be an important part of your healthcare and your community.

Thank you, Salem Community Acupuncture Staff