



Dear New Patient,

**Welcome to our Acupuncture clinic!** We know that you have a choice in healthcare providers and we are honored that you've chosen us for your natural health and wellness journey.

Our approach to care is comprehensive and emphasizes treatment of the whole person. Our immediate focus will be to address those issues which are most pressing to you, but we will also make recommendations on how to maximize your overall health and quality of life.

**Your 1<sup>st</sup> visit:**

Your first appointment will take approximately 1½ hours and consists of a conversation with your Acupuncturist to compile an extensive medical history. The questions asked in an Traditional Medicine intake may be completely different from what you've previously experienced in a traditional doctor's office. In addition to asking you about your health, we will use a combination of diagnostic techniques. These techniques may include tongue and pulse diagnosis (traditional Chinese Medicine diagnostics), as well as assessments of pain levels, joint mobility, and range of motion. If appropriate, we may also do an orthopedic or neurological examination.

**How many visits will it take?**

Follow-up appointments normally take 45min. Since every person is unique in his or her own condition, the number of treatments will vary. The nature, severity and history of how long you've had a problem are all factors that are involved in how many treatments will be necessary. A general rule of thumb is 1 –4 treatments to see changes in your chief complaint, 4 -5 treatments to see significant changes. Additional treatments, though less frequent, may be necessary to strengthen your body's response to crisis and to improve your natural healing power. My biggest joy comes when you no longer need regular treatments!

Thank you for selecting our office for your acupuncture and healthcare needs. I look forward to working with you.

Best in Health,

*Jennifer Randolph L.Ac.*



## Preparing for your Acupuncture Treatments

A few tips for making your first and follow-up acupuncture treatments as comfortable and relaxing as possible:

- Be on time for your appointment so you can relax and enjoy! You're welcome to arrive early to sit and relax in our waiting room.
- Wear loose fitting clothes that can easily roll up above your elbows and knees. Also, you may need to expose your abdomen from your rib cage to the top of your hips, so avoid one piece suits or dresses.
- Be sure you have eaten at least a light meal within a few hours prior to arriving. Being over-hungry increases the risk of nausea or dizziness. Avoid overeating immediately before treatment.
- Drink plenty of water and stay 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. Physical strain immediately before or after acupuncture can weaken your body.
- During the intake, you will be asked many questions, some related specifically to your complaint and others seemingly unrelated. Oriental 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.

### **Payment**

Payment is due at time of service by cash, personal check, or credit card.

### **Insurance**

We accept most insurance upon approval. Insurance claims will be billed at our Usual and Customary Rates and differ for those who pay in full at the time services are rendered. Please speak with a Front Desk Staff Member who can help verify your Insurance Benefits.



### **Cancellation Policy**

(Missed, Forgotten, No-Show, and Late arrivals)

For your convenience, Jennifer Randolph Acupuncture @ San Pedro Health Center schedules by appointment only. Walk-in appointments are not generally available at our practice; however we attempt to accommodate acute injuries/conditions as quickly as possible. Should you be unable to keep a scheduled appointment, we would like 48 hour notice but we require 24 hours notice for cancellations. Failure to cancel 24 hours prior to your scheduled appointment will result in a Missed Appointment Fee, equal to half the appointment cost, placed on your account. No-show and forgotten appointments are considered cancellations.

Also, if you are more than 15 minutes late to your appointment, your appointment may be shortened or rescheduled to a different day. Missed appointments prevent us from seeing patients with acute conditions.

### **Military Discount**

In appreciation and acknowledgement of Military Members and their families, Jennifer Randolph Acupuncture @ San Pedro Health Center offers 10% off follow-up acupuncture treatments. These discounts can only be applied to accounts when payment in full is received at the time of service and discounts cannot be combined.



PATIENT INFORMATION SHEET

Patient Name: (Last) (First) (MI) Jr. / Sr. / III Marital Status: S M D W

Address (Mailing): City:

State: Zip: Physical Address (If Different):

Sex: M or F Date of Birth: Social Security #: Email:

Home Phone: Cell Phone: May we contact you via text message?

Employer: Address:

City: State: Zip: Occupation:

Whom may we contact in case of emergency: Relationship:

Phone:

Are there other members of the immediate family who have already been to this office? Y or N

If so, list their names:

Who may we thank for referring you?

INSURANCE INFORMATION

Primary Insurance Patient's Insurance ID#:

Subscriber (whose job provides plan?): (Last) (First) (MI)

Subscriber's Date of Birth: Sex: M or F Subscriber's Social Security #:

Insurance Company: ID #: Group#:

Second Insurance? Y or N Patient's Insurance ID#:

Subscriber: (Last) (First) (MI)

Subscriber's Date of Birth: Sex: M or F Subscriber's Social Security #:

Insurance Company: ID #: Group #:

If there is a third plan, please put information on back. Is this related to a Motor Vehicle Accident or Worker's Comp?

Ultimately, who is responsible for the bill (the Guarantor)?:

Address:

AUTHORIZATION TO PAY INSURANCE BENEFITS/CONSENT FOR TREATMENT

If required, I hereby authorize payment directly to the acupuncturist responsible for my care. I understand that I am financially responsible to my acupuncturist for all fees incurred and for fees not covered by this authorization. I authorize the release of my medical information to my third party payor in order to obtain payment. I hereby authorize the acupuncturist to release any medical information required for my examination or treatment. I understand that payment is expected at rendering of services unless other arrangements have been made. I understand that even if I have some type of insurance coverage, I am responsible for payment of services.

Consent: I hereby, also, consent to medical treatment for my present condition or injury, and for any illness or injury incurred at any time after the date noted below. I have completed this form fully and completely, and certify that I am the patient or duly authorized general agent of the patient, authorized to furnish the information requested.

Signature of Responsible Party (relationship)

Date

## Health History Questionnaire

What is your chief concern today? \_\_\_\_\_

How long have you been experiencing this? \_\_\_\_\_

What other treatments have you tried? \_\_\_\_\_

Doctor's name that you are seeing for this condition?: \_\_\_\_\_

May we contact your doctor? \_\_\_\_\_

What goal do you want to achieve with acupuncture? \_\_\_\_\_

Medications	Vitamins / Supplements	Fluid Intake
		Water (oz/day):
		Coffee (oz/day):
		Tea (oz/day):
		Alcohol (#/week):
		Soda ( #/week)

Men's Questions	Women's Questions	
<input type="checkbox"/> swollen testes <input type="checkbox"/> genital coldness/numbness <input type="checkbox"/> testicular pain <input type="checkbox"/> Sexual dysfunction Describe: _____ Date of last PSA: _____ Date of last DRE: _____	Regular menstrual cycle? Yes / No Date of last period: _____ # days of flow: _____ # days in cycle: (day 1 to _____ Color: _____ Heavy flow / normal / light flow Pain / cramping during flow? Before flow? After flow?	<input type="checkbox"/> Bleeding between periods? <input type="checkbox"/> Clots Age of 1 <sup>st</sup> menstruation: _____ Age of menopause: _____ Are you pregnant? Yes / No # children: _____ # pregnancies: _____

Additional comments: \_\_\_\_\_

Patient name (print): \_\_\_\_\_ Patient signature: \_\_\_\_\_

Acupuncturist signature \_\_\_\_\_ Date: \_\_\_\_\_

*Directions: Please check any symptoms you are experiencing, even if it may seem unrelated to your condition.*

Category I			
<input type="checkbox"/> Chest congestion <input type="checkbox"/> Asthma <input type="checkbox"/> Wheezing <input type="checkbox"/> Difficulty breathing <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Sore throat	<input type="checkbox"/> Puffy face <input type="checkbox"/> Allergies <input type="checkbox"/> Cough <input type="checkbox"/> Do you easily cough up sputum? Y N Color: _____	<input type="checkbox"/> Nasal/sinus congestion <input type="checkbox"/> Post nasal drip <input type="checkbox"/> Sneezing <input type="checkbox"/> Frequent colds How many per year? <input type="checkbox"/> Dry throat/nose/skin	<input type="checkbox"/> Sadness/grief <input type="checkbox"/> Rashes Where? _____ <input type="checkbox"/> Do you smoke cigarettes or cigars? How many per day? ____
Category II			
<input type="checkbox"/> Palpitations <input type="checkbox"/> Anxiety <input type="checkbox"/> Depression <input type="checkbox"/> Mental confusion	<input type="checkbox"/> Chest pain Does it travel to the shoulder? Y N <input type="checkbox"/> Frequent/vivid dreams	<input type="checkbox"/> Restlessness <input type="checkbox"/> Sores on tongue/mouth <input type="checkbox"/> Difficulty falling or staying asleep	What time do you go to bed and what time do you wake up? _____
Category III			
<input type="checkbox"/> Cold hand feet <input type="checkbox"/> Sweaty hands/feet <input type="checkbox"/> Feeling hot/cold <input type="checkbox"/> Hot flashes <input type="checkbox"/> Night sweats <input type="checkbox"/> Lack of sweating <input type="checkbox"/> General fatigue <input type="checkbox"/> Low energy	<input type="checkbox"/> Morning fatigue <input type="checkbox"/> Wake un-refreshed <input type="checkbox"/> Ear ringing <input type="checkbox"/> Hearing loss <input type="checkbox"/> Heat in hands/feet/chest <input type="checkbox"/> Dizziness <input type="checkbox"/> Thirsty	<input type="checkbox"/> Tooth problems/cavities <input type="checkbox"/> Easily broken bones <input type="checkbox"/> Sore/cold/weak knees <input type="checkbox"/> Lower back pain <input type="checkbox"/> Fear/easily startled <input type="checkbox"/> Memory problems <input type="checkbox"/> Hair loss <input type="checkbox"/> High/ low sex drive	<input type="checkbox"/> Kidney/bladder stones <input type="checkbox"/> Frequent UTI's <input type="checkbox"/> Wake at night to urinate How often? _____ <input type="checkbox"/> Lack of bladder control <input type="checkbox"/> Slow, dribbling, difficult Urination
Category IV			
Stress level 0 1 2 3 4 5 6 7 8 9 10 What causes stress? _____ <input type="checkbox"/> Headaches/migraines Frequency? Duration? _____ <input type="checkbox"/> STD What? _____ When? _____	<input type="checkbox"/> Muscle spasm/twitching <input type="checkbox"/> Muscle cramping Where? _____ <input type="checkbox"/> Numbness/tingling Where? _____ <input type="checkbox"/> Neck/shoulder tension or stiffness <input type="checkbox"/> Limited range of motion? Where? _____ <input type="checkbox"/> Sciatica <input type="checkbox"/> Hip pain	<input type="checkbox"/> Feeling of lump in throat <input type="checkbox"/> Difficulty swallowing <input type="checkbox"/> PMS/emotional <input type="checkbox"/> Irritable/anger/frustration <input type="checkbox"/> Breast swelling/tenderness <input type="checkbox"/> Painful periods <input type="checkbox"/> Bloating/ fatigue/ cravings <input type="checkbox"/> Hormonal imbalances <input type="checkbox"/> Gallstones When? _____	<input type="checkbox"/> Near/far sighted <input type="checkbox"/> Blurry vision <input type="checkbox"/> Bloodshot eyes/Eye Pain <input type="checkbox"/> Hot/dry/itchy/gritty eyes <input type="checkbox"/> Watery eyes <input type="checkbox"/> Decreased night vision <input type="checkbox"/> Light sensitivity <input type="checkbox"/> Spots or floaters in vision <input type="checkbox"/> Do you drink alcohol? How often? _____ <input type="checkbox"/> Recreational drug use?
Category V			
<input type="checkbox"/> Large/low appetite <input type="checkbox"/> Food sensitivities <input type="checkbox"/> Cravings for salty/sweet <input type="checkbox"/> Nausea/vomiting <input type="checkbox"/> Sudden/unexplained weight gain or loss <input type="checkbox"/> Heartburn/acid reflux	<input type="checkbox"/> Burping/hiccups <input type="checkbox"/> feeling of heaviness <input type="checkbox"/> Abdominal bloating <input type="checkbox"/> Gas/abdominal pain <input type="checkbox"/> Noisy stomach <input type="checkbox"/> Fatigue after eating <input type="checkbox"/> Bruise easily	<input type="checkbox"/> Over thinking/Worry <input type="checkbox"/> Mentally sluggish or foggy <input type="checkbox"/> Water retention <input type="checkbox"/> Snoring <input type="checkbox"/> Lack of thirst <input type="checkbox"/> Bad breath <input type="checkbox"/> Mouth or cold sores	<input type="checkbox"/> Gums bleeding <input type="checkbox"/> Loose stool/diarrhea <input type="checkbox"/> Constipation/difficult stool <input type="checkbox"/> Dry stool <input type="checkbox"/> Incomplete feeling stool <input type="checkbox"/> Bloody/Mucous Stool <input type="checkbox"/> Undigested food in stool



## Information about Acupuncture Treatment

**What is Acupuncture?** Acupuncture is a practice that involves the stimulation of specific points on the body. It has the effect of normalizing physiological function, modifying the perception of pain, and treating certain diseases or dysfunctions of the body. The stimulation may be produced by needles, heat, digital pressure, electrical currents, or other means, but most frequently by needling.

Herbs and nutritional supplements may be recommended and are considered safe in the practice of Chinese Medicine.

**What are the side effects or complications?** Acupuncture is considered a safe method of treatment, but occasionally there may be some bruising or tingling near the needling sites that last a few days. There have been extremely rare instances reported in which a patient fainted, developed a scar or infection, experienced a spontaneous miscarriage, or sustained a pneumothorax (air in the chest cavity that can cause a collapsed lung).

**What are the contraindications for Acupuncture or use of Chinese Herbal Medicine?** Contraindications for acupuncture treatment and certain herbs include a history of a bleeding disorder or current anticoagulant therapy, an implanted pacemaker or prosthetic heart valve, use of certain medications, and/or pregnancy.

### ACUPUNCTURE INFORMED CONSENT TO TREAT

I hereby request and consent to the performance of acupuncture treatments and other procedures within the scope of the practice of acupuncture on me (or on the patient named below, for whom I am legally responsible) by the acupuncturist indicated below and/or other licensed acupuncturists who now or in the future treat me while employed by, working or associated with or serving as back-up for the acupuncturist named below, including those working at the clinic or office listed below or any other office or clinic, whether signatories to this form or not.

I understand that methods of treatment may include, but are not limited to, acupuncture, moxibustion, cupping, electrical stimulation, Tui-Na (Chinese massage), Chinese herbal medicine, heat therapy, and nutritional counseling. I understand that the herbs may need to be prepared and the teas consumed according to the instructions provided orally and in writing. The herbs may have an unpleasant smell or taste. I will immediately notify a member of the clinical staff of any unanticipated or unpleasant effects associated with the consumption of the herbs.

I have been informed that acupuncture is a generally safe method of treatment, but that it may have some side effects, including bruising, numbness or tingling near the needling sites that may last a few days, and dizziness or fainting. Burns and/or scarring are a potential risk of moxibustion and cupping, or when treatment involves the use of heat lamps. Bruising is a common side effect of cupping. Unusual risks of acupuncture include spontaneous miscarriage, nerve damage and organ puncture, including lung puncture (pneumothorax). Infection is another possible risk, although the clinic uses sterile disposable needles and maintains a clean and safe environment.

I understand that while this document describes the major risks of treatment, other side effects and risks may occur. The herbs and nutritional supplements (which are from plant, animal and mineral sources) that have been recommended are traditionally considered safe in the practice of Chinese Medicine, although some may be toxic in large doses. I understand that some herbs may be inappropriate during pregnancy. Some possible side effects of taking herbs are nausea, gas, stomachache, vomiting, headache, diarrhea, rashes, hives, and tingling of the tongue. **I will notify a clinical staff member who is caring for me if I am or become pregnant.**

While I do not expect the clinical staff to be able to anticipate and explain all possible risks and complications of treatment, I wish to rely on the clinical staff to exercise judgment during the course of treatment which the clinical staff thinks at the time, based upon the facts then known, is in my best interest. I understand that results are not guaranteed.

I understand the clinical and administrative staff may review my patient records and lab reports, but all my records will be kept confidential and will not be released without my written consent.

By voluntarily signing below, I show that I have read, or have had read to me, the above consent to treatment, have been told about the risks and benefits of acupuncture and other procedures, and have had an opportunity to ask questions. I intend this consent form to cover the entire course of treatment for my present condition and for any future condition(s) for which I seek treatment.

ACUPUNCTURIST NAME: Jennifer Randolph L.Ac. and/or associate acupuncturist:

PATIENT SIGNATURE **X**

Date:

(Or Patient Representative)

(Indicate relationship if signing for patient)





**ARBITRATION AGREEMENT**

**Article 1: Agreement to Arbitrate:** It is understood that any dispute as to medical malpractice, that is as to whether any medical services rendered under this contract were unnecessary or unauthorized or were improperly, negligently or incompetently rendered, will be determined by submission to arbitration as provided by California and federal law, and not by a lawsuit or resort to court process except as state and federal law provides for judicial review of arbitration proceedings. Both parties to this contract, by entering into it, are giving up their constitutional right to have any such dispute decided in a court of law before a jury, and instead are accepting the use of arbitration. Further, the parties will not have the right to participate as a member of any class of claimants, and there shall be no authority for any dispute to be decided on a class action basis. An arbitration can only decide a dispute between the parties and may not consolidate or join the claims of other persons who have similar claims.

**Article 2: All Claims Must be Arbitrated:** It is also understood that any dispute that does not relate to medical malpractice, including disputes as to whether or not a dispute is subject to arbitration, as to whether this agreement is unconscionable, and any procedural disputes, will also be determined by submission to binding arbitration. It is the intention of the parties that this agreement bind all parties as to all claims, including claims arising out of or relating to treatment or services provided by the health care provider including any heirs or past, present or future spouse(s) of the patient in relation to all claims, including loss of consortium. This agreement is also intended to bind any children of the patient whether born or unborn at the time of the occurrence giving rise to any claim. This agreement is intended to bind the patient and the health care provider and/or other licensed health care providers, preceptors, or interns who now or in the future treat the patient while employed by, working or associated with or serving as a back-up for the health care provider, including those working at the health care provider's clinic or office or any other clinic or office whether signatories to this form or not. All claims for monetary damages exceeding the jurisdictional limit of the small claims court against the health care provider, and/or the healthcare provider's associates, association, corporation, partnership, employees, agents and estate, must be arbitrated including, without limitation, claims for loss of consortium, wrongful death, emotional distress, injunctive relief, or punitive damages. This agreement is intended to create an open book account unless and until revoked.

**Article 3: Procedures and Applicable Law:** A demand for arbitration must be communicated in writing to all parties. Each party shall select an arbitrator (party arbitrator) within thirty days, and a third arbitrator (neutral arbitrator) shall be selected by the arbitrators appointed by the parties within thirty days thereafter. The neutral arbitrator shall then be the sole arbitrator and shall decide the arbitration. Each party to the arbitration shall pay such party's pro rata share of the expenses and fees of the neutral arbitrator, together with other expenses of the arbitration incurred or approved by the neutral arbitrator, not including counsel fees, witness fees, or other expenses incurred by a party for such party's own benefit. Either party shall have the absolute right to bifurcate the issues of liability and damage upon written request to the neutral arbitrator.

The parties consent to the intervention and joinder in this arbitration of any person or entity that would otherwise be a proper additional party in a court action, and upon such intervention and joinder, any existing court action against such additional person or entity shall be stayed pending arbitration. The parties agree that provisions of the California Medical Injury Compensation Reform Act shall apply to disputes within this arbitration agreement, including, but not limited to, sections establishing the right to introduce evidence of any amount payable as a benefit to the patient as allowed by law (Civil Code 3333.1), the limitation on recovery for non-economic losses (Civil Code 3333.2), and the right to have a judgment for future damages conformed to periodic payments (CCP 667.7). The parties further agree that the Commercial Arbitration Rules of the American Arbitration Association shall govern any arbitration conducted pursuant to this Arbitration Agreement.

**Article 4: General Provision:** All claims based upon the same incident, transaction, or related circumstances shall be arbitrated in one proceeding. A claim shall be waived and forever barred if (1) on the date notice thereof is received, the claim, if asserted in a civil action, would be barred by the applicable legal statute of limitations, or (2) the claimant fails to pursue the arbitration claim in accordance with the procedures prescribed herein with reasonable diligence.

**Article 5: Revocation:** This agreement may be revoked by written notice delivered to the health care provider within 30 days of signature and, if not revoked, will govern all professional services received by the patient and all other disputes between the parties.

**Article 6: Retroactive Effect:** If patient intends this agreement to cover services rendered before the date it is signed (for example, emergency treatment), patient should initial here. \_\_\_\_\_. Effective as of the date of first professional services.

If any provision of this Arbitration Agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and shall not be affected by the invalidity of any other provision. I understand that I have the right to receive a copy of this Arbitration Agreement. By my signature below, I acknowledge that I have received a copy.

**NOTICE: BY SIGNING THIS CONTRACT YOU ARE AGREEING TO HAVE ANY ISSUE OF MEDICAL MALPRACTICE DECIDED BY NEUTRAL ARBITRATION AND YOU ARE GIVING UP YOUR RIGHT TO A JURY OR COURT TRIAL. SEE ARTICLE 1 OF THIS CONTRACT.**

OFFICE SIGNATURE	(Date)
PATIENT SIGNATURE X	(Date)

(Or Patient Representative)

(Indicate relationship if signing for patient)





## **Payment Responsibility and Authorization**

Welcome to the San Pedro Acupuncture Health Center. We are committed to providing you with the best possible care, and we are pleased to discuss our professional fees with you at anytime. Your clear understanding of our financial policy is important to our professional relationship. Please feel free to ask if you have any questions about our fees, financial policy or your responsibility in this matter.

1. All patients must complete our 'Patient Information' form before seeing the Acupuncturist. It is the patients' responsibility to inform us of any changes in this information, including: address, telephone number, employment, insurance coverage, etc.
2. Payment is collected at the time services are rendered.
3. We accept cash, checks and credit cards as methods of payment.
4. Balances older than 30 days will be subject to additional collection fees and charges at a rate of \$25.00 per month until the balance is paid in full, unless other arrangements have been made beforehand and upheld.
5. Returned checks will be charged a \$25.00 service charge.
6. A fee, equal to the amount of 50% of our full fee, will be charged for any missed appointments or appointments cancelled with less than 24 hours notice.
7. **Unaccompanied Minors:** Parents or guardians are responsible for full payment.

I agree to pay in full for services at the time services are rendered.

I understand and agree that there will be a late fee added to my account if I fail to pay within thirty (30) day. The late fee charge will be \$25.00. I understand that I am solely responsible for this late fee.

In the event that I fail to pay the balance of my account to Jennifer Randolph Acupuncture/San Pedro Acupuncture Health Center within sixty(60)days of the date of service, my account will be turned to collection. In the event that it is necessary to turn my account over to collection I will also be responsible for any and all costs of collection, including attorney fees and interest charges.

It is our intention and hope that this written policy will eliminate any future misunderstandings between our office and our patients.

I understand that I am responsible for all fees incurred for services rendered and that full payment is expected at the time these services are rendered, unless advance arrangements are made with our clinic director before services are rendered in office.

Responsible Party's Signature \_\_\_\_\_ Date \_\_\_\_\_