



Welcome to Philadelphia Community Acupuncture!

**Some things you should know about receiving acupuncture here, in the time of COVID-19:**

We will not be able to treat you at the clinic if you have any symptoms of **fever, cough, shortness of breath, sneezing, runny nose, vomiting, diarrhea, or new onset of: fatigue, sore throat, loss of smell or taste, nasal congestion, or muscle aches**. In addition, we strongly encourage anyone who is immunocompromised to continue to stay in the safest place -- home.

**We will require you to bring and wear your own mask and wear it the entire time you are in the clinic.** Research indicates that this is the best way to keep each other safe right now, and it is crucial in our indoor setting. Your mask must cover both your mouth and nose. If your mask slips down during your treatment, we will ask you to adjust it.

**We will require you to use hand sanitizer before and after your treatment.** We will take your temperature beforehand and ask you some health-related screening questions before you get to the recliner – our insurance carrier requires this of us. We will also be changing the sheets after every patient and disinfecting surfaces and all points of contact.

**We will be practicing physical distancing at the clinic** (except for the masked practitioner, who obviously has to get close enough to give you acupuncture!), so please be sure to stay at least 6 feet away from any other patients you encounter at the clinic. We are carefully coordinating patient flow, but please be mindful of other patients as you come and go from the clinic.

**We operate on a sliding scale of \$20-40 for returning patients (\$30-50 for new patients).** We have no income guidelines; we want you to pay the amount that makes sense for you and your finances.

**Responsibility**

Acupuncture is a process. Your acupuncturist will recommend a course of treatment, but it is up to you to follow through with that, and to check in about how things are going. 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.

**If you need to cancel or reschedule an appointment, please give us at least 24 hours notice.** That way, we can give your appointment time to someone else. This is especially important given our Covid-related hours... We have a lengthy waitlist for every shift and hate to turn people away if we can avoid it.

**If you do have to cancel or reschedule with less than 24 hours notice, we will charge you \$20 for your missed appointment or deduct one treatment from a pre-paid package. Thank you for respecting our policy and helping us ensure clinic stability.**

**We will never charge you for a missed appointment due to illness or family member illness!**

**Community-Mindedness**

We will not be accepting any walk-ins at this time, so be sure to book your appointment ahead of time online in the future! In order to respect and continue physical distancing recommendations, we will only be treating 4 people in our clinic at a time, and our waiting room will be closed. Due to space limitations, we will be limiting treatment times to 45 minutes. Please be ontime for your appointment (not early or late); if you arrive late, we may not be able to see you.

Many of our patients are sensitive to chemicals so we will not be able to treat you if you are wearing a strong fragrance or perfume. The clinic might be a little louder than it used to be – you are welcome to bring headphones or earplugs. And of course, **please turn off your cell phone!**

Thank you for being here.