



Dear Valued Patient,

Welcome to Integrated Acupuncture Services! I know that you have many choices when looking for a healthcare practitioner, and I am quite happy that you have chosen me. You can be sure that your treatments here will be given with the utmost care, with your comfort and safety foremost on my mind. I will respect your Rights and Private Health Information at all times.

While many practitioners like to keep you coming back indefinitely, it is my purpose and passion to assist and empower you to get healthy and back on your feet in as little time as possible. I welcome any and all questions you may have about your treatments as well as questions or comments related to my office atmosphere or billing practices. At a time when healthcare has become a hot topic in our contemporary world, I strive to provide caring, affordable and personal care to each and every patient.

Thanks for allowing me to be a part of your healthcare team!

Sincerely,
Mary Mees, LAc, DAOM

Mission Statement

Integrated Acupuncture Services is dedicated to serving the needs of the community through treatment, education, lifestyle management, and achievement of maximum health while causing no harm to its patients or to the environment. It is the purpose of this practice to assist and collaborate with as many people as possible to attain their highest potential and to educate the world at large about the benefits of natural healing.

Patient Bill of Rights

Integrated Acupuncture Services strives to provide the highest quality of services for the patients we serve. Our patients are partners in the healthcare process.

- A patient is entitled to treatment that is delivered with understanding, assurance, reinforcement, hope and compassion.
- A patient is entitled to a "Notice of Privacy" for their Protected Health Information.
- A patient is entitled to be seen as close as possible to the scheduled appointment time.
- A patient is entitled to professional and well-developed skills from the acupuncturist.
- A patient is entitled to a Report of Findings regarding their care and recommended Treatment Plan.
- A patient is entitled to the time to explain the benefits of AOM procedure and care.
- A patient is entitled to a second opinion when diagnosis is unclear.

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- A patient is entitled to be advised of any risks involved with treatment planned, as well as any individual procedures, including the risks and consequences of no treatment.
- A patient is entitled to re-evaluation visits.
- A patient is entitled to a clean and sterile environment.
- A patient is entitled to receive a receipt for each payment.
- A patient is entitled to access their Protected Health Information upon written request.

Frequently Asked Questions

What is acupuncture?

Acupuncture is a medical system that uses a method of encouraging the body to promote natural healing and to improve functioning. This is done by inserting tiny, hairlike needles into the skin at very precise acupuncture point locations, which have been proven by modern clinical trials to create specific effects on the body.

How does acupuncture work?

The classical Chinese explanation of how acupuncture works is that channels of energy run in regular patterns through the body and over its surface. These energy channels, called meridians, are like rivers flowing through the body to irrigate and nourish the tissues. An obstruction in the movement of these energy rivers is like a dam that backs up the flow in one part of the body and restricts it in others.

The meridians can be influenced by needling the acupuncture points; the acupuncture needles unblock the obstructions at the dams and re-establish the regular flow through the meridians. Acupuncture treatments can, therefore, help the body's internal organs to correct imbalances in their digestion, absorption, and energy production activities and in the circulation of their

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energy through the meridians.

The modern scientific explanation is that needling the acupuncture points stimulates the nervous system to release chemicals in the muscles, spinal cord, and brain. These chemicals will either change the experience of pain or they will trigger the release of other chemicals and hormones which influence the body's own internal regulating system.

The improved energy and biochemical balance produced by acupuncture results in stimulating the body's natural healing abilities and in promoting physical and emotional well-being.

What conditions does acupuncture treat?

Acupuncture is a system which can influence three areas of health:

- Treatment of various medical conditions
- Prevention of illness
- Promotion of health and wellbeing

While acupuncture is often associated with pain control, in the hands of a well-trained practitioner it has much broader applications. Acupuncture can be effective as the only treatment used or as the support or adjunct to other medical treatment forms in many medical and surgical disorders.

The World Health Organization recognizes the use of acupuncture in the treatment of a wide range of medical problems, including:

- **Neurological Disorders:** Neuralgia, insomnia, dizziness, post-stroke recovery, Bell's palsy, trigeminal neuralgia
- **Gastrointestinal Disorders:** Food allergies, ulcers, chronic diarrhea, constipation, indigestion, GI weakness, gastritis, anorexia, nausea
- **Psychological Disorders:** Depression, anxiety, stress reduction, eating disorders

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- **Musculoskeletal Disorders:** Arthritis, sciatica, low-back & neck pain, knee pain, fibromyalgia, fatigue, carpal tunnel syndrome
- **Gynecological Disorders:** Irregular, heavy or painful menstruation, infertility, PMS, menopausal symptoms
- **Urogenital Disorders:** Stress incontinence, bed-wetting, urinary tract infections, sexual dysfunction
- **Respiratory Disorders:** Emphysema, sinus infections, asthma, allergies, bronchitis, common cold
- **Circulatory Diseases:** Hypertension, angina pectoris, anemia, headaches, cold hands & feet
- **Addiction:** Sugar, alcohol, nicotine, drugs
- **Supportive Therapy:** Management of symptoms for other chronic & painful debilitating disorders.

How many treatments will I need?

The number of treatments needed differs from person to person. This is unique to the individual. For most chronic conditions, 5-7 treatments on a weekly basis tend to offer the best outcome. Some people notice an immediate improvement in their health, while for others acupuncture tends to have a cumulative effect over several visits. For health maintenance, four sessions a year may be all that is necessary.

Can I expect any side effects?

Usually not. As energy is redirected in the body, internal chemicals and hormones are stimulated, and healing begins to take place. Occasionally the original symptoms worsen for a few days, or other general changes in appetite, sleep, bowel or urination patterns or emotional state may be triggered. These should not cause concern, as they are simply indications that the acupuncture is starting to work.

It is quite common with the first one to two treatments to have a sensation of

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deep relaxation or even mild disorientation immediately following the treatment. These symptoms pass within a short time and never require anything more than a bit of rest to overcome.

Do I have to believe in acupuncture for it to work?

No. Acupuncture is used successfully on cats, dogs, horses and other animals. These animal patients do not understand or believe in the process that helps them get better. A positive attitude toward wellness may reinforce the effects of the treatment received, just as a negative attitude may hinder the effects of acupuncture or any other treatment. A neutral attitude ("I don't know if I really believe in this.") will not block the treatment results.

Are there any "Dos and Don'ts" for me on the day of treatment?

Yes. To enhance the value of a treatment, the following guidelines are important:

Do not eat an unusually large meal immediately before or after your treatment.

Do not over exercise, engage in sexual activity, or consume alcoholic beverages within 6 hours before or after the treatment.

Plan your activities so that after the treatment you can get some rest, or at least not have to be working at top performance. This is especially important for the first few visits.

Continue to take any prescription medicines as directed by your regular doctor. Substance abuse (drugs and alcohol), especially in the week prior to treatment, will seriously interfere with the effectiveness of acupuncture treatments.

Remember to keep good mental or written notes of what your response is to the treatment. This is important for your doctor to know so that the follow-up treatments can be designed to best help you and your problem.

Does acupuncture really work?

Yes. In the past 2,000 years, more people have been successfully treated with acupuncture than with all other health modalities combined. Today acupuncture is practiced widely in Asia, the Soviet Union, and in Europe. It is now being used more and more in America by patients and physicians.

Acupuncture treatments can be given at the same time other techniques are being used, such as conventional Western medicine, osteopathic or chiropractic adjustments, and homeopathic or naturopathic prescriptions. It is important that your physician acupuncturist know everything that you are doing, so he or she can help you get the most benefit from all your treatments.

Does insurance cover acupuncture?

Many companies now do provide acupuncture coverage. We will provide you with a Superbill for you to submit to your insurance company directly if you are covered.

What forms of payment are accepted?

Cash, check, Visa, MasterCard, Discover and American Express are the accepted forms of payment. Some patients are able to use their flexible spending account from their employment.

Does the clinic offer Chinese herbs? If so, what kind?

Yes, our Chinese herbal inventory consists primarily of patent herbal formulas that come as granulated capsules or tablets. The clinic also offers customized herbal powdered blends.

What sets our clinic apart from other Chinese medical practitioners?

- o Dr. Mary Mees is a Doctor of Acupuncture and Oriental Medicine and served as a member of the Integrative Acupuncture Team at Good Samaritan Hospital in Los Angeles.

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- A comprehensive diagnosis and report of findings is clearly communicated to you.
- We love what we do and are devoted to top quality patient care.
- We take our time with you: 1.5 hours in the first visit and 45-60 minute follow-ups.
- We educate you about what's wrong, why and how it can be healed according to Chinese medical principles.
- We also provide nutritional counseling, herbal consulting, and cupping services.
- All of our herbs are GMP certified, safe and effective.
- You can speak to Dr. Mary Mees, the owner of Integrated Acupuncture Services, directly about your needs.
- Your treatment is personally tailored to your needs. Many acupuncturists use the same protocols on all of their patients. At Integrated Acupuncture Services, your treatment specifically reflects your unique individual dynamics.
- Evening appointments are available.

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