

## Welcome to

# Open City Healing Arts

We are happy that you are here for acupuncture. Please take a minute to learn more about us.

In the Open Room model, up to four people are seen together in a quiet room. The acupuncturist moves from one person to another, treatment is given, and the person rests with the needles in place. Patients often drift into a relaxed state or fall asleep.

A group of people relaxing together in a community setting provides a special environment, like a meditation hall. Sometimes it is more helpful, and more healing, to be with other people than to be alone in a room. In this way, the Open City model is close to the way patients are seen in Asia or in Chinatown in Philadelphia.

### **What are the Open Room rules?**

Please turn your cellphone completely off before entering the Open Room and turn it on again only after you leave the room. Please help out by placing the paper from your table into the bin as you leave the room.

### **Can I speak to you privately?**

Yes. Every open room session begins with a conversation in a private room, unless this doesn't seem necessary to you. If that is the case you are welcome to go to the Open Room directly after checking in.

### **Should I come on time?**

Yes, please. You are welcome a little early if you need time to change or just to arrive and get ready to relax. There is a flow to the treatment and it is useful for the patient and the acupuncturist not to feel rushed.

### **What should I wear to a treatment?**

You should wear loose and comfortable clothes which allow access to your knees, elbows, neck and shoulders. If you need to change, you can bring your clothes with you and change into them before a treatment. Just be sure to allow enough time to change before your treatment begins.

### **What should I do after a treatment?**

After an acupuncture treatment, you feel relaxed in a way that might make concentration difficult. It is best to stay in a quiet, relaxing mood or place. It is not advised that you exercise vigorously, eat a large meal, drink a lot of alcohol, or engage in noisy or crowded social environments.

**How many treatments will I need?**

Acupuncture is a process. Sometimes we see remarkable improvements in one session, but usually a course of weekly treatments are required to address the underlying condition. I'd generally like to see patients in severe pain twice a week for 2 to 4 weeks and then reduce the frequency as soon as it is feasible. I generally see other types of patients once a week for 4 weeks and then reevaluate the treatment frequency.

**How long does a treatment take?**

I generally allow 15 to 20 minutes for the first session for a Traditional Chinese Medicine diagnosis and discussion about your health history. I may also suggest changes you might make to support your health. We may also discuss the role of stress in your present situation. Treatment in the Open room then takes 20 to 40 minutes. Follow up visits generally take 30 to 45 minutes.

**What is your cancellation policy?**

We reserve the right to charge for any appointment cancelled without 24 hour notice.

**Is acupuncture a replacement for Western medicine?**

Open City Healing Arts is not a source of primary medical care. We consider ourselves complimentary medicine. It is important that if you think you have a serious medical condition and want to be diagnosed from a Western perspective that you consult with a primary care physician.

**Do you require proof of income?**

No. Our sliding scale is on the honor system.

**What forms of payment do you take?**

We take cash, checks, and credit cards. We do not accept debit cards or American Express. Payment is due before your treatment begins.

**Do you accept insurance?**

No. Because we have a sliding scale payment option, we are unable to accept any forms of insurance. We are glad to provide you with a receipt for you to present to your insurer.

**How can I get in touch with Open City Healing Arts to schedule an appointment?**

You can always schedule an appointment online via our website: [www.opencityhealingarts.com](http://www.opencityhealingarts.com). Just click the [Schedule Now](#) link on the right side of the page. To reach us in person, you can call or text Open City at 215-545-3040. If you prefer to email, our address is [laura@acuphilly.com](mailto:laura@acuphilly.com).