

# Alexia Sloan LAc, LLC, Acupuncture and Traditional Chinese Medicine

5440 SW Westgate Dr, Suite 100, Portland, OR. 97221 ● PO Box 83724, Portland, OR 97283  
Office 503.297.4447 ● Cell 503.784.7081 ● Fax 503.296.8414

## New Patient Intake and Registration

All information provided is strictly confidential.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Age: \_\_\_\_\_ Marital Status:  M  S  W  D

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Email: \_\_\_\_\_

How did you learn about our clinic?  Google  Yelp  Internet  Insurance Co.  Physician/Friend

Referral: \_\_\_\_\_  Other: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

### EMPLOYMENT INFORMATION

Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_

Work Address: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Spouse Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_

Work Address: \_\_\_\_\_ Work Phone: \_\_\_\_\_

### INSURANCE INFORMATION

Name of Insurance Co.: \_\_\_\_\_ Phone: \_\_\_\_\_

Policy ID # \_\_\_\_\_ Group # \_\_\_\_\_

Are you the main policy holder?  Yes  No If NOT, what is the name and the date of birth of the policy holder?

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Is your condition due to an injury/illness that occurred at your place of employment?  Yes  No

Is your condition due to an injury/illness that occurred due to an auto accident?  Yes  No

Date symptoms occurred or accident happened: \_\_\_\_\_

Have you lost any days from work?  Yes  No How many? \_\_\_\_\_ Date last worked? \_\_\_\_\_

### MEDICAL INFORMATION

Date of last physical exam: \_\_\_\_\_ Are you pregnant?  Yes  No

Current primary care physician: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

What operations have you had? \_\_\_\_\_

Serious illnesses: \_\_\_\_\_

Have you ever had Acupuncture?  Yes  No from whom?: \_\_\_\_\_

### PAYMENT IS EXPECTED AT TIME OF VISIT

I understand and agree that the health and accident insurance policies are an arrangement between an insurance carrier and myself. I give this office power of attorney to endorse checks made out to me, to be credited to my account. I authorize the acupuncturist to release any information that is required or necessary for my claim. I clearly understand and agree that all services rendered to me are charged directly to me and will be immediately due and payable. I understand that I am directly and fully responsible to Alexia Sloan LAc, LLC for services rendered and that this agreement is solely made for the protection of Alexia Sloan LAc, LLC. Should collection procedures become necessary to collect the amount due Alexia Sloan LAc, LLC for my treatment, additional charges for attorneys' fees and interest will be added to the balance owed for treatment. I further understand that such payment is not contingent on any settlement, insurance payment, including the balance remaining after payment of possible insurance benefits, judgment, or verdict by which I may eventually recover said Acupuncture and or Traditional Chinese Medicine services.

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## ACKNOWLEDGEMENT AND UNDERSTANDING

Please initial each item below:

1. \_\_\_\_\_ I hereby authorize Alexia Sloan LAc, LLC to provide Acupuncture and Traditional Chinese Medicine services for me. I have also received a Notice of Privacy Practices and the Insurance Coverage and Patient Liability Policy.
2. \_\_\_\_\_ I understand and agree that regardless of insurance coverage, I am liable for any charges incurred as a result of services rendered to me at Sylvan Chiropractic Clinic and Wellness Center, LLC by Alexia Sloan LAc, LLC.
3. \_\_\_\_\_ If this account is assigned to an attorney for collection and/or suit, the prevailing party shall be entitled to reasonable attorneys' fees and cost of collections.
4. \_\_\_\_\_ I hereby assign all acupuncture benefits, including major medical benefits to which I am entitled, Medicare, private insurance and all other health plans, to Alexia Sloan LAc, LLC (5440 SW Westgate Drive, Suite 100, Portland, OR 97221).
5. \_\_\_\_\_ I authorize release of patient's records to third parties requiring these records for determination of financial liability.

By signing this application I affirm under penalty that I have given true complete information.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Guarantor's Signature

\_\_\_\_\_  
Guarantor's Relationship to Patient

## **AUTHORIZATION TO TREAT A MINOR**

By signing below, I acknowledge and represent that I am the parent or legal guardian of:

\_\_\_\_\_  
Patient's Full Name

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date of Birth

I hereby authorize any acupuncture, cupping or massage therapy treatments deemed advisable at this time as well as at the time of any future visits deemed necessary for this patient if a parent or legal guardian is not available when the child is brought in for treatment.

I agree to hold Alexia Sloan LAc and its staff free and harmless from any claims, suits for damages or complications which may result from such treatment.

This authorization will be effective as of \_\_\_\_/\_\_\_\_/\_\_\_\_.

Today's Date

Parent/Guardian Signature: \_\_\_\_\_ Witnessed by: \_\_\_\_\_

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Patient's Name \_\_\_\_\_ DOB \_\_\_\_\_ Date \_\_\_\_\_

All information will be kept strictly confidential. Please check the degree of all conditions you currently have or have had. To be responsible for your case, we need your complete health history.

O = Occasional                      F = Frequent                      C = Constant

O F C

**Muscle / Joint**

- Arthritis
- Bursitis
- Foot trouble
- Hernia
- Low back pain
- Lumbago
- Neck pain, stiffness
- Pain between shoulders

**General**

- Allergy
- Chills
- Convulsions
- Dizziness
- Fainting
- Fatigue
- Fever
- Headache
- Loss of sleep
- Loss of weight
- Nervousness, depression
- Neuralgia
- Numbness
- Sweats
- Tremors

**Cardiovascular**

- Hardening of arteries
- High blood pressure
- Low blood pressure
- Pain over heart
- Poor circulation
- Rapid heartbeat
- Slow heartbeat
- Swelling of ankles

**Genitourinary**

- Bed-wetting
- Blood in urine
- Frequent urination
- Lack of kidney control
- Kidney infection
- Painful urination
- Prostate trouble
- Pus in urine

O F C

**Eye, Ear, Nose and Throat**

- Asthma
- Colds
- Crossed eyes
- Deafness
- Dental decay
- Earache
- Ear discharge
- Ear noise
- Enlarged glands
- Enlarged thyroid
- Eye pain
- Failing vision
- Far sightedness
- Gum trouble
- Hay fever
- Hoarseness
- Nasal obstruction
- Near sightedness
- Nose bleeds
- Sinus infection
- Sore throat
- Tonsillitis

**Gastrointestinal**

- Belching or gas
- Colitis
- Colon trouble
- Constipation
- Diarrhea
- Difficult digestion
- Bloating abdomen
- Excessive hunger
- Gallbladder trouble
- Hemorrhoids
- Intestinal worms
- Jaundice
- Liver trouble
- Nausea
- Pain over stomach
- Poor appetite
- Vomiting
- Vomiting of blood

O F C

**Skin**

- Boils
- Bruise easily
- Dryness
- Hives or allergy
- Itching
- Skin eruptions (rash)
- Varicose veins

**Pain or numbness in**

- Shoulders
- Arms
- Elbows
- Hand
- Hips
- Legs
- Knees
- Feet
- Painful tailbone
- Poor posture
- Sciatica
- Spinal curvature
- Swollen joints

**Respiratory**

- Chest pain
- Chronic cough
- Difficult breathing
- Spitting up blood
- Spitting up phlegm
- Wheezing

**Women only**

- Congested breasts
- Cramps or backache
- Excess menstrual flow
- Hot flashes
- Irregular cycle
- Lumps in breast
- Menopause
- Painful menstruation
- Vaginal discharge

Are you pregnant?  Yes  No  
If yes, how many months? \_\_\_\_\_  
How many children do you have? \_\_\_\_\_

Check any of the following conditions you currently have or have had:

- Alcoholism
- Anemia
- Appendicitis
- Arteriosclerosis
- Cancer
- Chicken pox
- Cholera
- Cold sores
- Diabetes
- Diphtheria
- Eczema
- Edema
- Emphysema
- Epilepsy
- Fever blisters
- Goiter
- Gout
- Heart disease
- Herpes
- Influenza
- Lumbago
- Malaria
- Measles
- Miscarriage
- Multiple sclerosis
- Mumps
- Pacemaker
- Pleurisy
- Pneumonia
- Polio
- Rheumatic fever
- Scarlet fever
- Scoliosis
- Stroke
- Tuberculosis
- Typhoid fever
- Ulcers
- Venereal disease
- Whooping cough

What is your chief complaint?: \_\_\_\_\_

How long have you had this condition? \_\_\_\_\_ Is it getting worse? \_\_\_\_\_

Does it bother your work? \_\_\_\_\_ Sleep? \_\_\_\_\_ Other activities? \_\_\_\_\_

What seemed to be the initial cause? \_\_\_\_\_

Are you under the care of a physician? \_\_\_\_\_ If yes, or what reason? \_\_\_\_\_

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Patient's Name \_\_\_\_\_ DOB \_\_\_\_\_ Date \_\_\_\_\_

Have you been hospitalized in the last 5 years? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, for major surgery? <input type="checkbox"/> Yes <input type="checkbox"/> No for serious injury? <input type="checkbox"/> Yes <input type="checkbox"/> No
Have you had any mental or emotional disorders? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when?
Indicate the drugs do you now take? <input type="checkbox"/> Birth control pills <input type="checkbox"/> Tranquilizers <input type="checkbox"/> Pain Killers <input type="checkbox"/> Other (specify)
Are you allergic to: <input type="checkbox"/> latex? <input type="checkbox"/> medications? <input type="checkbox"/> oils, lotions or fragrances? <input type="checkbox"/> animals? <input type="checkbox"/> foods? <input type="checkbox"/> pollen, dust or mold?
What is the age of your mattress? _____ Is it <input type="checkbox"/> comfortable? <input type="checkbox"/> uncomfortable?
How is most of your day spent? <input type="checkbox"/> standing <input type="checkbox"/> sitting <input type="checkbox"/> walking <input type="checkbox"/> other (specify)

Have you ever:	Yes	No	If yes, briefly explain.
- had a broken bone?	<input type="checkbox"/>	<input type="checkbox"/>	
- been hospitalized?	<input type="checkbox"/>	<input type="checkbox"/>	
- had strains or sprains?	<input type="checkbox"/>	<input type="checkbox"/>	
- used a cane, crutch or other support?	<input type="checkbox"/>	<input type="checkbox"/>	
- been struck unconscious?	<input type="checkbox"/>	<input type="checkbox"/>	
- been hospitalized for other than surgery?	<input type="checkbox"/>	<input type="checkbox"/>	

Do you:		
- take any prescription or OTC medications?	<input type="checkbox"/>	<input type="checkbox"/>
- take minerals, herbs or vitamins?	<input type="checkbox"/>	<input type="checkbox"/>
- think you need minerals, herbs or vitamins?	<input type="checkbox"/>	<input type="checkbox"/>
- have any drug allergies?	<input type="checkbox"/>	<input type="checkbox"/>

Have you ever been diagnosed or exposed to:	Yes	NO	Treatment?
- HIV?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Hepatitis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-Tuberculosis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HABITS	None	Light	Mod	Heavy
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coffee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tobacco	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sleep	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appetite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Soft Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Salty Foods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sugar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Artificial Sweeteners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please list any other health conditions you have been treated for, major illnesses, all surgeries or hospitalizations.

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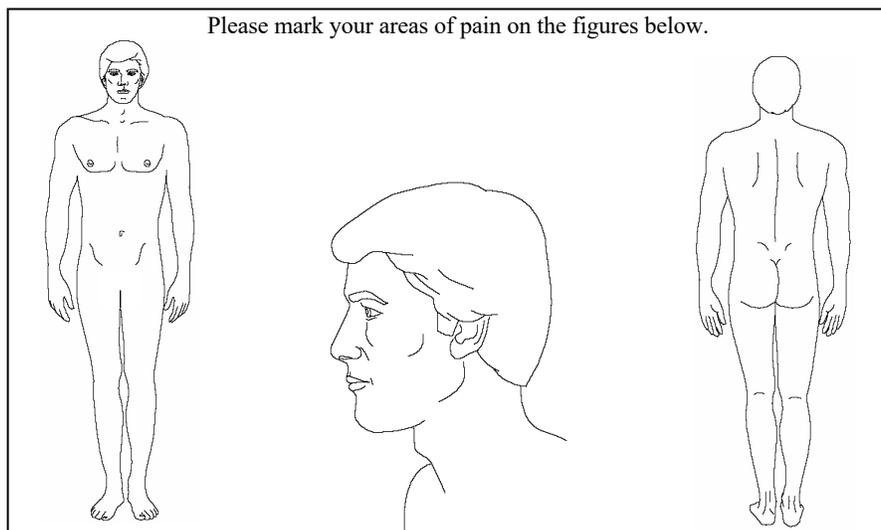
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**FAMILY HEALTH HISTORY:** Information about your immediate family members, brothers, sisters, parents, and grandparents will give us a better understanding of your total health picture.

RELATIONSHIP	PRESENT AND PAST HEALTH PROBLEMS



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## CONSENT TO TREATMENT

### To Our Patients:

Acupuncture and Traditional Chinese Medicine (including needles, static or moving cupping, gua sha, moxabustion, electrical stimulation, infra-red heat lamp, stretching, essential oils, herbs and massage therapy) are considered safe and effective methods of care. Occasionally, however, complications may arise. Any procedure intended to help may have complications. While the chances of experiencing complications are small, it is the practice of this clinic to inform our patients about them. Side effects include, but are not limited to, feelings of wellbeing and euphoria, bleeding at insertion sight, bruising, soreness, numbness or tingling, inflammation, soft tissue injury, petechiae, dizziness, burns, and temporary worsening of symptoms. The more serious complication of pneumothorax is very rare. Traditional Chinese herbal formulas should be taken as directed but still may cause some side effects. These could include, but are not limited to: changes in bowel movement, abdominal pain or discomfort, and the possible aggravation of symptoms existing prior to herbal treatment. If you experience any problems which you associate with these substances, suspend taking them and call your acupuncturist as soon as possible. Additional information on side-effects, complications and effectiveness of acupuncture and Traditional Chinese Medicine is available upon request.

I have read and understand the above statements regarding treatment side-effects. I also understand that there is no guarantee or warranty for a specific cure or result.

\_\_\_\_\_  
Patient signature

\_\_\_\_\_  
Date

Please read the following carefully and initial each statement:

- \_\_\_\_\_ I understand that if I have any prosthetics or surgical implants (including breast implants, an artificial joint, pacemaker, etc.), I should discuss this with Alexia Sloan LAc because it may affect care.
- \_\_\_\_\_ I understand that I need to notify Alexia Sloan LAc, LLC if I am attempting to conceive or have become pregnant during the course of treatment, have a bleeding disorder or a contagious disease, or if there are substantial changes to my health status, including changes in medication or a recent hospitalization.
- \_\_\_\_\_ I understand that I play an important role in my own health care. Just as a patient can choose to discontinue care at any time, Alexia Sloan LAc, LLC reserves the right to terminate a doctor-patient relationship if a patient is continually unable to comply with reasonable treatment plans.
- \_\_\_\_\_ I understand that in the state of Oregon, Licensed Acupuncturists are not primary care physicians and that Alexia Sloan LAc, LLC strongly recommends regular primary care by a licensed physician.

## CONSENT FOR TREATMENT OF A MINOR

By signing below, I acknowledge and represent that I am the parent or legal guardian of:

\_\_\_\_\_  
Patient's Full Name

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date of Birth

I hereby authorize any acupuncture, cupping, or massage therapy treatments deemed advisable at this time as well as at the time of any future visits deemed necessary for this patient if a parent or legal guardian is not available when the child is brought in for treatment.

I agree to hold Alexia Sloan LAc and its staff free and harmless from any claims, suits for damages or complications which may result from such treatment. This authorization will be effective as of \_\_\_\_/\_\_\_\_/\_\_\_\_.

\_\_\_\_\_  
Today's Date

Parent/Guardian Signature: \_\_\_\_\_ Witnessed by: \_\_\_\_\_

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## Clinic Financial Policy

Thank you for choosing Alexia Sloan LAc, LLC to help you maximize your body's potential for performance and longevity. Please familiarize yourself with our clinic's financial policy by reading the following information about how your medical charges will be handled.

### OFFICE POLICY AND PAYMENT RESPONSIBILITY

The responsible party is obligated for payment in full of this account. In the event your private insurance company does not compensate us within sixty (60) days after billing, we must require you to pay us directly and work out your difficulties with your insurance carrier. You are responsible for timely payment of your account. Patient balances are due 30 days after insurance payment. Balances over 60 days are subject to a \$20 statement re-billing fee. Any worker's compensation and/ or motor vehicle claims that are denied by the insurance carrier will become due in full once our office receives an official denial of the claim. If you suspend or terminate your care and treatment, fees for professional services rendered will be charged directly to you and are immediately due and payable. In the event of non-payment, the responsible party shall bear the cost of collection and/or court costs and reasonable legal fees should this be required. All supplements/vitamins, lab work, supports and other supplies must be paid for at the time they are received. There will be the additional charge of \$30.00 for all returned checks due to insufficient funds.

There will be a \$35 fee charged for missed appointments not cancelled or rescheduled at least 24 hours in advance.

### BILLING YOUR INSURANCE CARRIER

We will gladly submit your medical bills to your primary insurance. All estimated co-pays, co-insurance, deductibles and supply charges are due on the day of treatment, unless special arrangements have been agreed upon prior to visit. We accept cash, check, and credit card (Visa, MasterCard) payments at this time. You will be balance billed any remaining charges after your insurance processes your claim. Insurance policies are a contractual arrangement between an insurance carrier and the insured. Possession of a medical insurance member ID card is NOT a guarantee of coverage. The clinic cannot accept sole responsibility for determining benefits in advance of your treatment or for collecting monies owed on I have read, understand and agree with the above financial policy.

Patient or Guardian's Signature: \_\_\_\_\_ your account from your insurance company. We will make our best efforts to determine this information prior to your first appointment, but suggest that you contact your insurance company to determine your benefits and coverage.

If you do not have acupuncture coverage or elect to not use your insurance coverage, we do offer a 20% discount for payment at the time of service. You must complete a Self-Pay Discount form to use this service if you elect to not have us bill your insurance or you have no coverage.

### INSURANCE AUTHORIZATION AND ASSIGNMENT OF BENEFITS

I authorize my insurance benefits to be paid directly to Alexia Sloan LAc, LLC. I authorize the release of any medical information necessary to process this claim. By signing below, acknowledge that any quote of benefits that has been given to me by the clinic staff, is only a quote, and does not guarantee payment from my insurance company. In the event that my insurance fails to pay partially, or in full, I am held financially responsible for any and all charges. I understand it is my responsibility to verify my insurance coverage and must direct any questions I may have to my employer and/or insurance. I attest that I have provided Alexia Sloan LAc, LLC with any and all insurance coverage information. I have read this form and understand and agree to all of the above applicable responsibilities and policies. I acknowledge I have received and reviewed the Insurance Coverage and Patient Liability Policy hand out that outlines further policy details.

Date: \_\_\_\_\_

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## Insurance Coverage and Patient Liability Policy

PLEASE KEEP THIS DOCUMENT FOR YOUR RECORDS

Alexia Sloan LAc, LLC accepts assignment on some medical insurance plans, and most auto injury crash cases. The contract of medical health insurance is between the patient and the insurance company. The patient is responsible for knowing their individual insurance plan coverage. The patient is also responsible for knowing any changes made to their insurance plan by the insurance company or the subscriber's employer. Possession of a medical insurance member ID card is NOT a guarantee of coverage. As a courtesy I will call your insurance to get a "quote" of benefits. I cannot guarantee the accuracy of the information they provide because a quote is NOT a guarantee of payment from your insurance company. Payment is subject to the terms and conditions of your policy. It is not my claim; the insurance company is not required to pay the provider. The insurance company's sole legal obligation is to pay the "benefit" to their member.

### **Co-Pays, Co-insurances and Deductibles**

I will collect all co-pays, co-insurance and deductibles at the time of service based on the insurance quote I have been given. Final patient responsibility will be determined once your insurance company processes your claim.

### **Payment**

I am happy to provide the service of billing your insurance company on your behalf and will accept payment from them directly, but any monies owed on your account are ultimately your responsibility per our financial agreement. The clinic cannot be responsible for disputing or appealing the way your insurance has processed payment on a claim. It is very important that you provide legible and accurate patient information to the clinic at the time of your first appointment and update us of any changes. Incomplete or inaccurate information can cause claim processing delay and/or denials. If once your insurance has addressed your claim and we are not paid in full by your insurance company (less any contractual write-offs resulting from network participation) you will be balanced billed any remaining charges and be required to pay us directly. Please be aware that when dealing with insurance companies, misquotes can be given, maximums can be met, policies and coverage can change, certain services involved in your treatment plan may not be covered under your policy, amounts billed may be above your insurance allowable, and deductibles may not be met in full—all of which can alter the amount of your bill after the claim has been submitted and processed. We encourage you to verify your own insurance coverage every year to review any changes in your policy. We also ask that before your first visit of the year, you notify us of any changes in your insurance and upon your visit give us a copy of any new insurance cards you might have received. We do our best to help you with your insurance benefits. If you are ever balanced billed an amount that you may find difficult to pay, please contact us for possible payment arrangements.

Claims billed to private insurance will be considered due in full within sixty (60) days after your primary and or secondary insurance has been billed. Any account not paid in full may be subjected to a \$20 restatement fee. Any worker's compensation and/or motor vehicle claims that are denied by the insurance carrier will be considered due in full once our office receives an official denial of the claim. We will mail or email you a statement to the address you provide us if any additional balances are due which will be due upon receipt.

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## **Auto Injury Cases**

If you are hurt in an accident and it is deemed the other driver's fault, the other driver's auto insurance company is responsible. However, in some cases this third party will not pay out on a claim until the case is settled. If you choose not to file a PIP claim and want to wait on the third-party settlement then it is required that you are a self-pay patient and pay at the time of service and submit the bill yourself to the third party so you can be reimbursed when you claim settles.

All auto liability policies in Oregon are required to provide Personal Injury Protection (PIP [no-fault]) coverage for prompt payment of reasonable and necessary medical expenses resulting from an accident. There is no penalty to you for making a PIP claim under your own policy. However, your insurance company is entitled to be reimbursed by the responsible person's insurance company. First general rule: "PIP follows the car." If the car is insured, PIP covers all occupants no matter who was at fault. By law, PIP must cover at least \$15,000 worth of medical expenses occurring within 365 days of the accident as long as it is deemed reasonable and necessary. Any amounts over your PIP should be covered by your healthcare insurance. If you do not have healthcare insurance or your healthcare insurance policy does not cover the services provided in our clinic, you will be personally liable for any amounts in excess of your PIP insurance. Even though you file a PIP claim there may come a time during the course of your treatment where your PIP stops making payments on your medical expenses. For this reason, we have all motor vehicle accident patients sign an "Assignment and Understanding" document with our clinic, which you will be given at the time of your first appointment. If your PIP exhausts, denies and/or expires and we are unable to secure payment from your healthcare insurance, the lien gives the clinic added protection so that we can be assured reimbursement for services rendered from any settlement awarded to you resulting from the injury case. Your insurance company will not advise us on how much money is available in your PIP or warn us when it is about to exhaust. Only you are authorized to obtain that information.

## **Time of Service Discount**

Our clinic strives to provide exceptional care that is reasonable and necessary for our patients at a price that is affordable. For those patients that do not have insurance coverage or do not wish to utilize existing coverage, we offer a discount for payment in full at the time of service of treatment. To receive this discount, you acknowledge that you do not have health insurance or you are choosing not to have your insurance billed for the services you are receiving. If at any time you present insurance to our clinic to bill on your behalf, within your insurance company's timely filing and policy guidelines, the discount you received will be reversed and you will be responsible for any additional money. You may choose to submit a statement to any insurance company to seek reimbursement yourself at the discounted rate as long as our clinic is not contracted with that insurance. Under some circumstances payment plans may be available but the time of service discount will not apply. Any patient wishing to receive this discount will be expected to sign a "Self-Pay Discount" agreement at the first appointment which states the above information.

## **Billing Questions**

The financial realm of health care can be confusing and frustrating for patients as well as practitioners and support staff. We want to be your partner in the process to help you receive the most of your insurance benefits. An Explanation of Benefits (EOB) from your insurance company is a statement detailing your medical benefits account activity. It is important to carefully read your EOB once you receive it as the information on the EOB helps you understand how your benefits were applied to that particular claim. It will show the amount we billed for the service, the amount the insurance allows for the service, any co-pays, co-insurance and or deductible that was applied, and amounts not covered because it is either a provider contractual write-off or patient responsibility. It should provide an explanation of any denial, reduction, or any other reason for not providing full reimbursement for the amount billed. If you don't feel the claim was processed correctly we encourage you to contact your insurance so that their customer service can explain why your policy did not allow for reimbursement. As a member you are entitled to appeal denials and to receive a copy of the criterion relied upon in making the determination to deny your claim. The more proactive you are with your healthcare, the better chance you have of getting your claims paid accurately with the least amount of out-of-pocket expense to you

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## Notice of Privacy Practices

PLEASE KEEP THIS DOCUMENT FOR YOUR RECORDS

This notice illustrates how your personal health information may be used and disclosed, and how you can gain access to this information. Please review this notice carefully. Our practice is dedicated, and we are required by applicable federal and state laws, to maintain the privacy of your health information. These laws also require us to provide you with this notice of our privacy practices, and to inform you of your rights and our obligations concerning your health information. We are required to follow the privacy practices described below while this notice is in effect. This notice is effective as of April 14, 2003, and will remain in effect until it is replaced.

### CHANGES TO NOTICE

We reserve the right to change this notice and the privacy practices described below at any time in accordance with applicable law. Prior to making significant changes to our privacy practices, we will alter this notice to reflect the changes, and make the revised notice available to you upon request. Any changes we make to our privacy practices and/or this notice may be applicable to health information created or received by us prior to the date of the changes. You may request a copy of our notice at any time. For more information about our privacy practices, or for additional copies of this notice, please contact us using the information listed at the end of this notice.

### PERMITTED USES AND DISCLOSURES OF HEALTH INFORMATION

**A. TREATMENT, PAYMENT, and HEALTHCARE OPERATIONS:** You should be aware that during the course of our relationship with you we will likely use and disclose health information about you for treatment, payment, and healthcare operations. Examples of these activities are as follows:

**Treatment:** We may use or disclose your health information to a physician or other healthcare provider providing treatment to you.

**Payment:** We may use and disclose your health information to obtain payment for services we provide to you.

**Healthcare Operations:** We may use and disclose your health information in connection with our healthcare operations. Healthcare operations include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, and other business operations.

**B. AUTHORIZATIONS:** You may specifically authorize us to use your health information for any purpose or to disclose your health information to anyone, by submitting such an authorization in writing. Upon receiving an authorization from you in writing we may use or disclose your health information in accordance with that authorization. You may revoke an authorization at any time by notifying us in writing. Your revocation will not affect any use or disclosures permitted by your authorization while it was in effect. Unless you give us a written authorization, we cannot use or disclose your health information for any reason except those permitted by this Notice.

**C. DISCLOSURES TO FAMILY AND PERSONAL REPRESENTATIVES:** We must disclose your health information to you as described in the Patient Rights section of this Notice. Such disclosures will be made to any of your personal representatives appropriately authorized to have access and control of your health information. We may disclose your health information to a family member, friend or other person to the extent necessary to help with your healthcare or with payment for your healthcare only if authorized to do so. In the event of your incapacity or in emergency circumstances, we will disclose health information based on a determination using our professional judgment disclosing only health information that is directly relevant to the person's involvement in your healthcare.

**D. MARKETING:** We will not use your health information for marketing communications without your written authorization.

**E. USES OR DISCLOSURES REQUIRED BY LAW:** We may use or disclose your health information when we are required to do so by law, including for public health reasons (e.g., disease reporting). In some instances, and in accordance with applicable law, we may be required to disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes.

**F. PATIENT AND THIRD PARTY PROTECTION:** Only as permitted by law, we may disclose your health information to the extent necessary to avert a serious threat to your health or safety or the health or safety of others.

# Alexia Sloan LAc, LLC, Acupuncture and Traditional Chinese Medicine

5440 SW Westgate Dr, Suite 100, Portland, OR. 97221 ● PO Box 83724, Portland, OR 97283  
Office 503.297.4447 ● Cell 503.784.7081 ● Fax 503.296.8414

**G. LAW ENFORCEMENT/NATIONAL SECURITY:** Under certain circumstances we may disclose health information relating to members of the Armed Forces to military authorities. Under certain circumstances we may also disclose health information relating to inmates or patients to correctional institutions or law enforcement personnel having lawful custody of those individuals. We may disclose health information in response to judicial proceedings and law enforcement inquiries as permitted by law, and to authorized federal officials as required for lawful intelligence, counterintelligence, and other national security activities.

**H. APPOINTMENT REMINDERS:** We may use or disclose your health information to provide you with appointment reminders (such as voicemail messages, postcards, or letters).

## PATIENT RIGHTS

**A. ACCESS TO RECORDS:** Upon submission of a written request to us, you have the right to review or receive copies of your health information, with limited exceptions. You may obtain a form to request access by using the contact information listed at the end of this Notice. You may request that we provide copies in a format other than photocopies and we will use the format you request if it is readily available. We will charge you a reasonable cost-based fee relating to the production of such copies. If you request copies, we will charge you \$10.00 for the first page and .50 for each additional page, and postage if you want the copies mailed to you. If you request an alternative format, we will charge a reasonable cost-based fee for providing your health information in that format. If you prefer, we will prepare a summary or an explanation of your health information for a fee. Contact us using the information listed at the end of this Notice if you are interested in receiving a summary of your information instead of copies.

**B. ACCOUNTING OF CERTAIN DISCLOSURES.** Upon written request, you have the right to receive a list of instances in which we or our business associates disclosed your health information for purposes, other than treatment, payment, healthcare operations and other activities authorized by you, for the last 6 years, but not before April 14, 2003. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests.

**C. RESTRICTIONS AND ALTERNATIVE COMMUNICATIONS:** You have the right to request that we place additional restrictions on our use or disclosure of your health information for treatment, payment and healthcare operations purposes. Depending on the circumstances of your request we may, or may not agree to those restrictions. If we do agree to your requested restrictions we must abide by those restrictions, except in emergency treatment scenarios. You have the right to request that we communicate with you about your health information by alternative means or to alternative locations (e.g., at your place of business rather than at your home). Such requests must be made in writing, must specify the alternative means or location, and must provide satisfactory explanation how payments will be handled under the alternative means or location you request.

**D. AMENDMENTS TO RECORDS:** You have the right to request that we amend your health information. Such requests must be made in writing, and must explain why the information should be amended. We may deny your request under certain circumstances.

**E. ELECTRONIC NOTICES.** If you receive this Notice by electronic mail (e-mail), you are entitled to receive this Notice in written form.

## QUESTIONS AND COMPLAINTS

If you want more information about our privacy practices or have questions or concerns, please contact us. If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made or any decisions we may make regarding the use, disclosure, or access to your health information you may complain to us using the contact information listed below. You also may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file such a complaint upon request. We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services. Please direct any of your questions or complaints to:

Alexia Sloan LAc, LLC  
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## Traditional Chinese Medicine

Welcome to Sylvan Chiropractic Clinic and Wellness Center - I am glad you chose acupuncture as part of your self care, and look forward to our work together. The following is some basic information about acupuncture. Please take the time to read it before your first session and don't hesitate to ask any questions that come up for you after reading this information.

Acupuncture treatment involves the evaluation of a patient according to the theories of Oriental Medicine. This might include questions about medical history and lifestyle, palpation of the pulse and the abdomen, a look at the tongue, and palpation of tight, tender or symptomatic areas of the body in order to devise a treatment strategy. The treatment may involve needles, gua sha, moxibustion, static or moving cupping, infra-red heat lamp, massage, stretching, and aromatic oils. The patient always has the option to agree to the therapeutic suggestion, or not.

**Needles:** Acupuncture needles are thin and sterile and are for single use only. They are discarded as medical waste. If you are apprehensive about needles, we will work together to make you feel as comfortable as possible. If you ever feel dizzy, light-headed or sweaty, please let me know immediately so I can take corrective action. Occasionally, a needle can cause slight bleeding or a small bruise at the site, which will fade in a few days. Very rarely, there can be numbness or tingling around the insertion area, which should fade in 24-48 hours. If we do trigger-point acupuncture, the body will release lactic acid in the muscles that twitch, which will cause some post-workout-like soreness. This will fade within 24 hours. A hot bath or shower can help, and a generous cup of Epsom salts in the bath can be very helpful.

**Gua Sha:** Gua Sha involves the rubbing of the smooth edge of a Gua Sha tool or spoon over an area of the body to help speed recovery. Petechiae will surface on the skin, which ranges in color from light to dark red, brown or purplish red. The discoloration will lighten and disappear over the next several days. It is very important to keep the area protected from drafts, cold or direct sun during that time, and increase your water intake after treatment.

**Cupping:** Cupping helps bring stagnation and toxins to the surface. Because the skin is drawn up into the cup, it puts the tissue on a stretch and begins to break up adhesions on the skin surface and below. The cups can create a round red mark on the skin, and can also bring petechiae to the surface, which will fade over the next several days. As with gua sha, it is very important to keep the area that has been cupped protected from wind and extremes of temperature during that time. Steam baths or sauna are excellent following cupping therapy, as long as you wait 4 - 6 hours after treatment. Be sure to drink extra water following treatment, as the lymphatic system is working to flush out toxins and stagnation that were dredged to the surface.

**Moxibustion:** Used in cases of cold, deficiency or pain, or to provide extra stimulation to an acupuncture point, moxa is made from the Mugwort plant. It can be used in the form of a moxa pole held over a point, burning it on the head of the needle, or in rice-grain sized pieces burned directly on the skin over a salve. Rarely, a small burn can develop from the direct form of moxa, and a simple burn cream or Calendula gel can help with healing. If a patient has reduced sensation in an area, they will be monitored closely and given a very gentle application of heat.

**Electrical Stimulation:** E-Stim is used to enhance the efficacy of the needling, often in cases of pain, disc issues, cartilage degeneration, tissue inflammation or to increase stimulation. Alligator clips are attached to several needles and a gentle frequency is applied. The patient will feel an irregularly timed buzz or pulse at the site, which should not be uncomfortable. The E-stim is usually applied for 10 - 30 minutes.

**Heat Lamp:** The heat lamp gives off infrared heat which is used to warm and nourish areas of the body. It is everyone's best friend in the dead of winter! The amount of warmth will always be adjusted to your comfort level.

**Aromatic Oils:** Oils are used in this practice while doing massage, gua sha or cupping, or in a diffuser to bring an aroma into the space and enhance the effect of treatment. If you are sensitive or allergic to certain smells or oils, please let me know.

**Chinese Herbal Remedies:** Herbs may be recommended to augment your treatment and to extend the effects of acupuncture. Chinese herbal formulas are made of traditional substances from the Oriental Materia Medica that have been used for thousands of years. If you choose to take herbs to help your healing process, follow the directions for administration and dosage prescribed. Some people do experience side effects from their herbal formulas, including but not limited to: changes in bowel movements, abdominal pain or discomfort and the possible aggravation of symptoms. If you experience any side effects, stop taking the formula and contact me. We may be able to alter the formula to stop the side effects or we may need to change herbal formulas all together.

**Regarding Treatment:** It is not possible to guarantee the outcome of a treatment, but in general, some patients will feel a marked improvement following treatment, others will notice a gradual change in their symptoms over a period of days, and occasionally there can be an exacerbation of the symptoms. This flaring of symptoms can be like a healing crisis – often things will start to resolve within a few days or with the next treatment. Please feel free to call, text or email me if you have any questions about your response to treatment.

**After Treatment:** I always like to remind patients that the treatment is a lot of information for your body to integrate. It is best to be mindful of that and take it easy for the rest of the day as best you can. I encourage you to schedule treatments for after your workout if possible, and not before. After treatment, an easy walk in nature is great; baths, saunas and steams are also excellent if you wait 4 - 6 hours. Eat a warm, cooked meal, minimize alcohol, drink a good amount of water, and go to bed a little earlier than usual. Pay attention to the internal shifts that might happen over the next several days; it is all good information for me for the next session.

Please be advised that I appreciate as much notice as possible if you need to cancel or re-schedule your appointment. I require 24 hours notice or I will have to charge you a \$35 fee for that missed appointment. If you are late for a session, I may be unable to give you a full treatment due to scheduling constraints.

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