

# MARLBOROUGH WELLNESS CENTER

WHERE MODERN AND TRADITIONAL MEDICINE BECOME INTEGRATED  
14A WINTHROP STREET  
MARLBOROUGH, MA 01752  
508-460-3399 – [WWW.MARLBOROUGHWELLNESSCENTER.COM](http://WWW.MARLBOROUGHWELLNESSCENTER.COM)



## NEW PATIENT INFORMATION AND OFFICE POLICIES

**WELCOME!** IT IS VERY IMPORTANT THAT YOU COMPLETE THE ENCLOSED MEDICAL HISTORY FORM TO THE BEST OF YOUR KNOWLEDGE, SINCE IT WILL BE UTILIZED IN CREATING YOUR INDIVIDUALISTIC TRADITIONAL CHINESE/JAPANESE MEDICAL DIAGNOSIS AND TREATMENT PLAN. IF YOU HAVE ANY QUESTIONS AND CONCERNS, WE CAN DISCUSS THEM AT YOUR INITIAL APPOINTMENT.

**OFFICE HOURS:** YOU WILL BE NOTIFIED IN ADVANCE IF THE OFFICE IS CLOSED DUE TO HOLIDAYS, INCLEMENT WEATHER, AND/OR EMERGENCIES. THIS INFORMATION WILL ALSO BE ON THE OUTGOING OFFICE VOICE MAIL IF YOU HAVE ANY QUESTIONS.

**CANCELLATION POLICY:** 24 HOURS NOTICE IS REQUIRED IF YOU NEED TO CANCEL YOUR APPOINTMENT. YOU WILL BE RESPONSIBLE FOR THE FULL AMOUNT OF YOUR TREATMENT VISIT IF LESS THAN 24 HOURS NOTICE IS GIVEN. YOU WILL BE ASKED TO RESCHEDULE YOUR APPOINTMENT IF YOU ARE OVER 15 MINUTES LATE. PLEASE TRY TO BE 5 MINUTES EARLY FOR ALL YOUR APPOINTMENTS.

**PAYMENT:** PAYMENT IS DUE AT THE END OF EACH APPOINTMENT. CHECK OR CASH ARE ACCEPTABLE FORMS OF PAYMENT. IF YOUR CHECK IS RETURNED DUE TO INSUFFICIENT FUNDS, A FEE OF \$25.00 WILL BE APPLIED TO YOUR ACCOUNT.

**INSURANCE:** WE CURRENTLY ARE NOT PREFERRED PROVIDERS FOR ANY INSURANCE COMPANIES. IF YOU WOULD LIKE TO PURSUE REIMBURSEMENT, PLEASE CALL YOUR INSURANCE COMPANY AND RESEARCH WHAT THEY REQUIRE SO THAT YOU MAY DO THIS INDEPENDENTLY. WE CAN GIVE YOU A RECEIPT FOR REIMBURSEMENT UPON REQUEST.

**PROPER PREPARATION:** WE ASK THAT YOU WEAR LOOSE CLOTHING OR BRING SHORTS AND A TANK TOP TO CHANGE INTO PRIOR TO YOUR APPOINTMENTS. WE PROVIDE SHEETS AND BLANKETS FOR YOUR COMFORT DURING TREATMENT. YOU WILL ALSO BE ASKED TO REMOVE ALL YOUR JEWELRY PRIOR TO YOUR TREATMENT AND KEPT SAFELY WITH YOU – WE ARE NOT RESPONSIBLE FOR PERSONAL BELONGINGS LOST WHILE IN THE OFFICE. ALL CELL PHONES AND PAGERS MUST BE TURNED OFF WHILE IN THE OFFICE. PLEASE TRY NOT TO COME TO YOUR APPOINTMENT WITH AN EXTREMELY FULL OR EMPTY STOMACH AND WE REFUSE TO TREAT ANYONE UNDER THE INFLUENCE OF ALCOHOL OR RECREATIONAL DRUGS.

**NEEDLES AND EQUIPMENT:** WE USE ONLY STERILE, ONE-TIME USE, DISPOSABLE NEEDLES THAT ARE DISPOSED OF IN PROPER BIOHAZARD CONTAINERS PER OUR CLEAN NEEDLE TECHNIQUE CERTIFICATION REQUIREMENTS. ALL OTHER ADJUNCTIVE TECHNIQUE EQUIPMENT IS PROPERLY CLEANED AND STORED AFTER EVERY USE.

**PARKING:** THERE IS A DESIGNATED PARKING LOT AND HANDICAP PLACARD APPROVED SPACES AVAILABLE IN THE FRONT OF THE BUILDING.

**THANK YOU FOR YOUR CONSIDERATION AND WELCOME!**