

NEW PATIENT INFORMATION

Welcome to the acupuncture practice of Amy Jao, Lic.Ac., M.Ac. located at Atlantic Wellness Center. Please fill out the online health history form as completely as possible. The information you provide is necessary to get started on the road to great health. If you have any questions, please make a list and bring them with you to your first appointment. When arriving at the center, please have a seat in the waiting room and relax, and someone will be there shortly to greet you.

Appointments

I encourage you to schedule appointments in advance to ensure you receive and retain the time slot you most desire. If you have scheduled appointments in advance, and wish to make changes, it is your responsibility to cancel existing appointments. If you are unsure of your appointment, please call the office at 978.768.8740 or email at amyjao@me.com. If when calling you receive voice mail, kindly leave a message including your telephone number and your call will be returned promptly.

At times, office hours may be abbreviated for holiday observation. You will be informed of such changes in advance. If closing the office due to inclement weather or other unforeseen circumstances is necessary, you will be contacted to reschedule your appointment. I will leave an outgoing message on the office voice mail to let you know of any unusual closing, so please give the office a call to be sure.

Cancellation Policy

A minimum of 24 hours notice is required to cancel an appointment. If you have missed or reschedule an appointment **with less than 24 hours notice**, you will be responsible for the full charge of the office visit. I understand that occasionally unforeseen circumstances arise that prevent you from coming or being on time for your appointment. Sensible exceptions are made to the policy, but it is in place to ensure that you receive the care and attention you need and deserve in the time set aside for your treatment. If you are running more than 15 minutes late, please call or email the office to be sure I can still accommodate your full appointment time.

Payment

The office is set up for direct pay only. It is asked that you pay at the time of your visit. Check, cash, Venmo and credit card are acceptable forms of payment. If a check is returned, a fee of \$25.00 will be applied to your account. Your account balance, including all charges, must be current before treatment will resume.

Insurance & Health Savings Accounts

If you have an insurance plan with acupuncture coverage please bring your insurance ID card to your first appointment. I am provider for Harvard Pilgrim, Tufts, BCBS of MA, Mass General Brigham, & Aetna, but I can still bill insurance as an out-of-network provider if your plan allows. It is best to call your insurance company in advance to determine level of coverage. Acupuncture is a service that can be paid through a Health Savings Account or Flexible Spending Account (FSA), also called a flex plan or reimbursement account. It is an employer-sponsored benefit that allows you to pay for eligible medical expenses on a pre-tax basis. I require direct payment at time of service, but am happy to provide you with a receipt for reimbursement from your flex plan.

Needles

This office uses sterile, disposable needles only.

Personal Property

Please keep your valuables with you while visiting the center. We are not responsible for your personal property while on the premises.

Attire

Loose, comfortable clothing is best, as acupuncture therapy involves palpation and treatment of various parts of the body. Draping will be provided to ensure modesty. Please refrain from wearing excessive jewelry, as some metals may interfere with the efficacy of the therapy. In consideration of our environmentally sensitive patients, I ask that you refrain from wearing perfume, strongly scented oils or lotions on the days you visit the office.

For the comfort of yourself and others in the center, I kindly ask you silence cell phones while in the office and to refrain from talking on cell phones in the waiting room . If you need to take a call please go into the hallway to speak on the phone.

Directions

Atlantic Wellness Center
65 Eastern Avenue (Route 133)
South Village Center – Second Floor
Essex, MA 01929
www.amyjaocupuncture.com
978.768.8740

Atlantic Wellness Center is located in the central building of the South Village Center on the 2nd floor. The stairwell to access the 2nd floor is located on the far left of the central building, and the center is just down the corridor.

From Ipswich & North

Take Route 1A South. Turn left onto Route 133 East (Eastern Ave.). Continue on Route 133 through the village of Essex (approximately 5 miles) and the center will be on your right after the Blue Marlin Grille in the South Village Center plaza.

From Route 128 & South

Get off Route 128 North at Exit 50 (old exit 15) School Street Essex/Manchester. Go north approximately **3** miles on School Street. Turn right at the stop sign on Main Street/Route 133. Continue down the road for approximately a $\frac{1}{2}$ mile. The center will be on your right after the Blue Marlin Grille in the South Village Center plaza.

From Gloucester & East

From Route 128 South get off Exit 53 (old exit 14) Route 133 Essex/Ipswich. Go approximately 3 miles up Route 133 into Essex. The center will be on your left in the South Village Center plaza.