**Attending for treatment**

During your first visit you will be asked about the condition(s) for which you’re seeking treatment. You will also be asked about your general health, medical history and lifestyle. All of this is important information from which we can make a diagnosis in Chinese medicine terms. We’ll work with you to resolve or improve your condition, within an expected number of treatments. Your treatment plan may involve not only acupuncture but also some suggestions on changes to lifestyle and diet.

**Preparing for your treatment**

No special preparation is necessary for a treatment. It’s best to avoid acupuncture on an empty stomach – so try to eat a light meal or have a snack before coming for treatment. It’s also helpful if you wear loose, comfortable clothing. **It is important to tell me if you are either pregnant or trying to conceive** – there are certain acupoints that should be avoided in pregnancy.

**Reactions to treatment**

For most patients, acupuncture is relaxing and restful, leaving them sometimes slightly tired but with no significant side-effects. It’s advisable to *avoid alcohol for 24 hours* after a treatment, and to drink plenty of still water. If you ever have any concerns about a reaction, please call us on either **01302 874928** or **07715 919 788.**

**Respect**

You will always be treated with respect at ***The Denwood Clinic***. This includes respect for your wishes and beliefs, your right to make lifestyle changes at your own pace, and your right to dignity and privacy. You have the right to say no to any part of your proposed treatment at any time.

**Withdrawing the offer of treatment**

Please note that if your healthcare condition is such that in our professional judgement we are not qualified to treat you, or that your condition warrants the treatment of another more specialised area of acupuncture, *(for e.g. supporting you through IVF treatment or fertility)*, or another healthcare professional entirely (such as an Osteopath), we will decline to continue your treatment with The Denwood Clinic Acupuncture practitioner. We do not take these decisions lightly, and you are asked to respect our professional judgement if this happens.

**Confidentiality**

Everything that you tell us is kept in the utmost confidence. This is part of the British Acupuncture Council’s Code of Practice. The only exceptions to this rule are (i) if you have an undiagnosed Notifiable Infectious Disease, or (ii) if we have reason to believe that you may be a danger to yourself or others. In both cases we may inform your GP. Everything else is kept confidential (including from members of your family) unless we have your explicit consent otherwise.

**Giving blood**

If you are, or are considering becoming, a blood donor, you should be aware that the NHS Blood Donation Service will not allow you to give blood if you’ve had traditional acupuncture within the last six months. This is because acupuncture is an unregulated profession, and they consider there is a risk of your blood being contaminated by a blood-borne virus as a result of treatment (!). We would like to reassure you that all acupuncturists are trained to an extremely high standard of hygiene and infection control, and our standard practice yields absolutely no possibility of cross-contamination whatsoever. But nonetheless you will be ***unable to give blood for six months* after the date of your *last* treatment with us.**

**Deposits for Treatments**

Unfortunately due to an increased number of patients failing to give adequate notice for the cancellation of treatments it has been necessary to implement a ‘Treatment Deposit’ which is payable ahead of your first treatment. This deposit amount of ***50%*** is payable *ahead of your first treatment,* with the remaining ***50%*** being due at the time of the treatment its self.

**Cancellation, lateness and no-shows policy**

The Denwood Clinic is a small, privately owned, independent clinic. We run the clinic on a tight budget in order to keep our treatments at the low price you enjoy. Because of this, when you need to reschedule and/or cancel a treatment(s), we ask you to do this with ***48 hour’s*** notice where possible.

If you want to reschedule or cancel your appointment, please call reception on **01302 874928**. If there is no answer please leave a message. Alternatively please text or call **07715 919 788** after clinic hours or email reception directly; denwood.clinic@gmail.com

**Free strike policy:**

We recognise that ‘life happens’ sometimes, so we have a policy of allowing everybody one chance to do any of the above, with no penalty. We call it a ‘free strike’, and it means you can re-book for another appointment without further charge. But once you’ve used your free strike, we would require payment in full for any further treatments that are booked and cancelled within the *48 hour* window.

**Your informed consent**

Please tick to indicate that you have understood the information in this leaflet, and that you are happy to undertake treatment on this basis.

*Your Name and signature:*

***Date:***