



YO SAN UNIVERSITY CLINIC TEACHING CLINIC & OFFICE POLICY AGREEMENT

Updated January 2021

Welcome to Yo San University Clinic.

Yo San University is a teaching Clinic. Our goal is to provide excellent health care to you and a learning environment for student interns to gain knowledge and experience of the practice of Traditional Chinese Medicine. Experienced Licensed Acupuncturists (L.Ac.) supervise our interns and oversee every treatment in the clinic. Treatment procedures may include acupuncture, electroacupuncture, moxibustion, cupping, gua-sha, acupressure, tui-na (Asian bodywork/ massage), heat, cold, breathing techniques, exercises, along with herbal prescriptions (including approved animal and mineral products), nutritional and dietary advice to promote, maintain and restore health.

A critical part of the students' clinical education is to observe experienced Interns treating patients. As such, your treatment sessions may be observed by student interns other than your attending intern(s).

Due to scheduling and other limitations, you may not be able to see the same intern for every treatment; we will try to accommodate your requests where possible.

Please be punctual for your appointment. This is a high-volume teaching clinic, unforeseen time constraints may affect your treatment time.

Patient clinical records may be reviewed and used as teaching material as needed by the clinical faculty, the Dean of Clinical Education and other senior university administrators.

As a non-profit teaching facility, we adopt the following office policies:

- We do not bill insurance directly. Patients are responsible for all fees at the time of service. Upon your request we will provide you with a completed Health Insurance Claim Form for you to submit to your insurance company
- If you need to change or cancel an appointment, please inform us 24 hours in advance the appointment. We reserve the right to charge a fee for no-show / late cancelations in the amount of the treatment missed
- There is a \$35.00 service charge for returned checks
- Herbal products are not returnable or refundable
- For patients 18 or younger, a parent/caregiver must be present during treatment. The parent/caregiver must sign the "Treating a Minor" consent form.

I have read and agree to the above terms.

Print name: _____

Signature: _____

Date: _____