



## WELCOME & INTRODUCTION

### Patient – Practitioner Partnership

Welcome to Healthy Qi & You!

It is a pleasure and a privilege to have you as a patient in my practice. I see this as the beginning of a unique partnership that has been formed with a common goal in mind – your health and well-being.

For any partnership to succeed, there needs to be mutual understanding, trust and effort. As your practitioner partner, I am committed to providing you with the best possible medical care within my scope of practice as an acupuncturist and doctor of Chinese medicine.

As my patient partner, I ask that you be an active participant in this process to the best of your ability.

This Welcome & Introduction was prepared to help you become better acquainted with me and the policies and procedures associated with my practice. If you have any questions about our patient-practitioner partnership, please don't hesitate to ask.

### About Your Practitioner

I received my Master's in Traditional Chinese Medicine and my Doctorate in Acupuncture and Chinese Medicine from the American College of Traditional Chinese Medicine (now known as ACTCM at the California Institute of Integral Studies) in San Francisco, California. I completed internships at the ACTCM Community Clinic, the California Pacific Medical Center: Davies Campus - California Pacific Regional Rehabilitation Center in San Francisco, and the LifeLong Medical Care Ashby Health Center in Berkeley. I was licensed by the California Acupuncture Board in 2017, which indicates that I qualified, after rigorous testing, to practice acupuncture and Chinese medicine in the State of California.

I am a member of the California State Oriental Medicine Association and I attend continuing education programs annually to enhance my skills and knowledge and stay informed about medical issues and trends from both Western (or allopathic) and Eastern perspectives.

Because it is important for you and your family to have confidence in the treatment you receive from me, I will do the following:

1. **Keep my appointments.** I will always confirm your appointments through the Patient Portal, by e-mail or by leaving a phone message, depending upon your preferred method of contact. As a single practitioner, I do not have a back-up. In the event that I am unable to keep your appointment, I will provide at least 24 hours advance notice and attempt to reschedule you.
2. **Answer questions.** If you do not understand your treatment or my advice, please ask any questions at any time. For your protection and mine, California laws give patients the right to know about the treatments they receive. Good practice requires that I tell you about the risks associated with treatment or the use of herbs, as well as the limitations of both. You should always feel comfortable asking for more details if you wish.
3. **Be available and responsive.** Although my office hours are limited to three days a week, I will do my utmost to be available and responsive to you. I check phone and email messages every day and I will respond within 24 hours.
4. **If I don't know something, I will do the research or refer you to someone who does.** The world of medicine is vast and constantly changing. I know that I will not always have the answer or the solution. In that case, I will do my best to utilize my resources to find an answer or I will use my network of medical professionals, both Western and Eastern, to refer you to someone who is better able to help you.

#### About You as the Patient

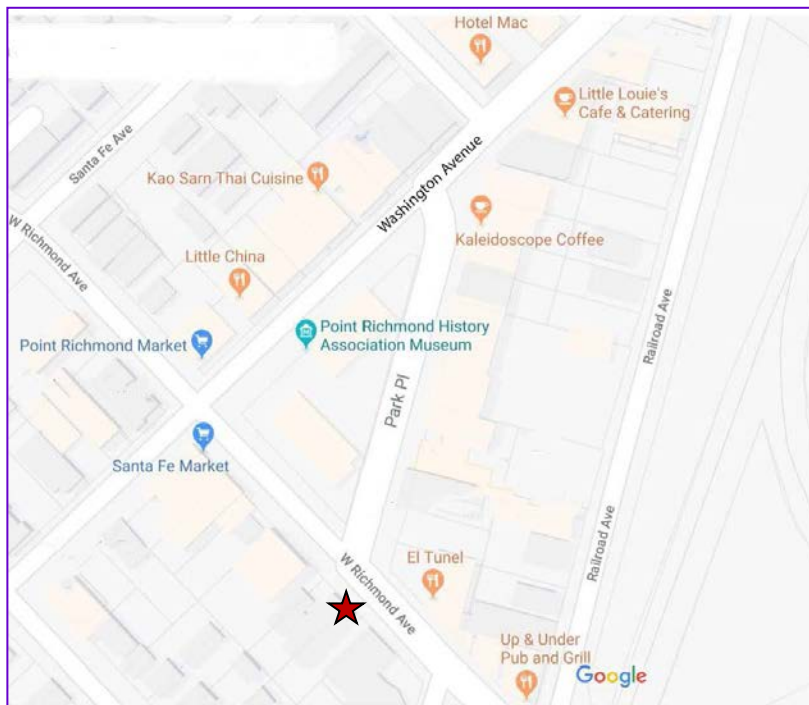
The success of any healthcare intervention is as dependent upon the patient as it is upon the doctor. It is “half the battle” as the saying goes, and I hope that you will assist me by doing the following:

1. **Keep your appointments.** If you must cancel or reschedule an appointment, please let me know as soon as possible so that other patients can be scheduled. If a follow-up visit is necessary, you can make the appointment as you check out or contact me at a later time. My cancellation policy is included in the Patient Financial Responsibility Policy.
2. **Follow medical advice.** I believe that my treatment or herbal prescriptions are only part of an overall program to keep you in good health. Whether it is me or one of your other healthcare providers, medical advice is always given for your benefit and your cooperation is essential.
3. **Ask questions.** As I noted above, please feel free to ask questions if you do not understand something regarding your treatment or my recommendations. I will do my best to answer your questions and provide you with information to the best of my ability and from the resources I have available.
4. **Always report any problems you have with the treatment or herbal prescriptions.** Each person is unique, and people react differently to treatment and herbs. I can only properly manage your care if you tell me about any difficulties you may be having, or if herbal prescriptions are not effective or causing you discomfort.

## About You as the Patient (continued)

5. **Let me know if you are being seen by other doctors or are taking medication.** With your written authorization, I can send your other doctors a summary of my care or work with them to coordinate care. Be sure to also tell me the names of any medication that have been prescribed to you.
6. **Let me know if you wish to be referred to someone else.** Although I will do my best to help you, my knowledge and skills may only go so far. New research and experience constantly provide beneficial changes in diagnosis and treatment. My goal as a healer and practitioner is for you to no longer need my services. If we cannot resolve your health concern together, please do not hesitate to ask me to refer you to someone else.

## Location, Parking &amp; Public Transportation



Healthy Qi & You is located at 125 West Richmond Avenue, indicated by ★ on the map.

It is a yellow house. Suite D is on the left side toward the back. The entrance is a green door under a green awning.

Two-hour street parking is available on Washington Avenue, Park Place, West Richmond Avenue & Railroad Avenue.

Point Richmond can also be accessed on the AC Transit 72M bus line. The Tewksbury & Washington Avenue stop is the closest to my office. Please check AC Transit's website for the schedule.

Thank you, and I look forward to seeing you soon.

Best regards,

Dr. Mi-Yung Lisa Rhee, L.Ac., DACM