

Swan Wellness Center



Acupuncture - Herbal and Nutritional Therapy - Mind-Body Medicine

1039 W. Hildebrand Ave., San Antonio, Texas, 78201

Tel: 210-521-8100 Fax 210-764-5541

Web: swanwellnesscenter.net

Welcome Letter

Dear New Patient,

I'd like to take a moment to welcome you as a new patient of The Swan Wellness Center. Thank you for choosing us. We look forward to partnering with you to address your health concerns, and we will do all we can to ensure you achieve the most successful result possible for you.

The trust and confidence you have placed in us is most appreciated. We see many patients which respond favorably to acupuncture care. Our mission is to help you achieve your treatment goals, and to maintain optimal health over the long-term using safe, natural and holistic acupuncture, herbal therapy (when appropriate), and nutritional guidance and support.

Traditional Chinese Medicine, the ancient health care system of which acupuncture is a part, definitely works.

1. It can help prevent illness and disease
2. It activates the self-healing and self-regulating abilities of the body.
3. It adjusts and balances the flow of vital life energy, called Qi.
4. It can help you achieve optimal health, vitality, and well-being.

The precious gift of health is an investment that takes both time and money. In order to help you to get the most out of this worthwhile investment I would like to share a few suggestions:

1. **Be on time and keep your appointments.** Each treatment builds upon previous ones. It is important to follow through with your future care plan in order to receive maximum benefit.
2. **Do your homework.** In many ways what you do at home, at work and at play affects your progress. We offer suggestions and self-care techniques to support you on the road to your treatment goals toward a life of increased wellness and vitality.
3. **Give it time.** As with any medical treatment, healing with acupuncture is a process, not a magic pill. It takes time and is influenced by many factors. Over time, things should improve and if necessary, we will adjust your treatment plan as we proceed. Changes to your condition can happen faster than anticipated, so enjoy them!
4. **Keep a positive attitude and EXPECT positive results.** As we follow through on your treatment plan, look for signs of improvement and take encouragement from them. Build an attitude that expects positive results and **knows** that profound healing is possible. Your belief and expectation has an incredibly strong influence on your body, and is a key factor in healing.

It is a great pleasure to welcome you to the clinic!

Yours in Health and Wellness,

Roberto G Guerrero, D.A.O.M., L.Ac.
Clinic Director
Swan Wellness Center, LLC
www.SwanWellnessCenter.net

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PATIENT INFORMATION

First Name:		Middle Initial:	Last Name:	
Street Address:			City:	State:
Home Phone:			Business Phone:	Mobile Phone:
Email Address:			Skype name (remote patients only):	

RECONFIRMATIONS: We will contact you one business day prior to your scheduled appointment with a reminder. Please check your preferred method of contact (choose one): Home Phone Business Phone Mobile Phone Email

Birth Date (mm/dd/yyyy):	Current Age:	Height:	Weight:	Gender: <input type="checkbox"/> M <input type="checkbox"/> F
Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed		Number of Children:	Ages of Children:	
Employer's Name and Address:			Occupation:	
Personal Physician's Name (and address if available):			Month/Year of last doctor visit:	

Emergency Contact Name:	Phone Number(s):	Relationship to You:
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Have you ever had acupuncture before? <input type="checkbox"/> Yes <input type="checkbox"/> No	Who can we thank for referring you? <input type="checkbox"/> A friend <input type="checkbox"/> A physician <input type="checkbox"/> Another healthcare practitioner Name: _____
If you were not referred by someone you know, how did you find out about us? <input type="checkbox"/> Printed advertisement (in: _____) <input type="checkbox"/> Online search engine (name? _____) <input type="checkbox"/> Printed brochure (from where: _____) <input type="checkbox"/> Other: _____	

I understand that I should be evaluated by a physician for the condition that I am currently seeking treatment for. Treatment at The Swan Wellness Center is done using the system of Traditional Chinese Medicine and its treatment methods Acupuncture, Chinese Herbs, Food Therapy, and Medical Qigong. The methods and advice offered at the clinic shall not be construed by the client to be a substitute for Western Medicine, nor shall they be construed or offered as a medical diagnosis or treatment of any disease or injury.

Acupuncture has been explained to me as a treatment consisting of the insertion of needles through the skin at specific points on the surface of the body, (small amounts of electrical current may be applied to the needles). The purpose of acupuncture has been explained as the alleviation or cure of symptoms or disorders. I understand that complications may result from acupuncture treatment. Among these possible complications are: Areas of anesthesia, fainting, weakness, nausea, hematoma, infection, pain and discomfort, pneumothorax, and aggravation of present symptoms. I further understand and agree to hold harmless, to indemnify and protect against court action the individual therapist as well as the management and owners of this clinic, in the event of accidental injury on these premises.

I also understand that if I am currently under the care of or receiving concurrent treatment from a physician, it is my responsibility to inform said physician of any herbal products that I am taking as part of my treatment with this clinic.

Signed: _____ Date _____

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Medical History Form

Name (Last, First, Middle)		Date	
Major Complaint (Reason for Visit):			
Please write a brief history of how it started:			
How long has this condition persisted? _____ <input type="checkbox"/> days <input type="checkbox"/> weeks <input type="checkbox"/> months <input type="checkbox"/> years		Have you had this or a similar condition before? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Recently the condition has: <input type="checkbox"/> Improved <input type="checkbox"/> Worsened		Comments:	
Is there anything that makes it better?			
Is there anything that makes it worse?			
Have you previously received treatment for this condition? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, when?	
Where?	By whom?	What was the diagnosis?	
What type(s) of treatment were/are being given?		Results of treatment:	
List any medications and supplements you are currently taking (use separate sheet if needed):			
Name	Dosage	How often	Taking since
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
Please list any major surgeries, accidents, or injuries you have had:			
Date	Description		
_____	_____		
_____	_____		
_____	_____		
Significant illnesses in your history or family history (check all that apply, and write in family member if not you (e.g. "grandmother", "father", "aunt")):			
<input type="checkbox"/> Allergies	<input type="checkbox"/> Cancer	<input type="checkbox"/> Eye disorders	<input type="checkbox"/> Liver Disease
<input type="checkbox"/> Asthma	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Epilepsy	<input type="checkbox"/> Ulcers
<input type="checkbox"/> Alcoholism	<input type="checkbox"/> High/Low Blood Pressure	<input type="checkbox"/> Tuberculosis	<input type="checkbox"/> Hepatitis B or C
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Heart disease	<input type="checkbox"/> Kidney Disease	<input type="checkbox"/> HIV/AIDS
<input type="checkbox"/> Clotting disorder	<input type="checkbox"/> Herpes	<input type="checkbox"/> Mental Illness	<input type="checkbox"/> Spinal injury/problem
<input type="checkbox"/> Autoimmune Disease	<input type="checkbox"/> Connective Tissue Disease	<input type="checkbox"/> Multiple Sclerosis	<input type="checkbox"/> Neurological Disease
<input type="checkbox"/> Gallstones	<input type="checkbox"/> Pneumonia	<input type="checkbox"/> Drug addiction	<input type="checkbox"/> Venereal Disease
<input type="checkbox"/> Other:			
List all known food, drug, environmental allergies:			

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Current Symptom Profile

Last name	First name	Middle Initial
<p>Please check any of the following symptoms that you currently have or have had recently:</p>		
<p>Habits: <input type="checkbox"/> Cigarettes <input type="checkbox"/> Soft Drinks <input type="checkbox"/> Salt <input type="checkbox"/> Coffee <input type="checkbox"/> Alcohol <input type="checkbox"/> Recreational Drugs <input type="checkbox"/> Black Tea <input type="checkbox"/> Sugar <input type="checkbox"/> Stress <input type="checkbox"/> Artificial Sweeteners <input type="checkbox"/> Marijuana <input type="checkbox"/> Occupational Hazards <input type="checkbox"/> Other: _____</p> <p>Exercise: <input type="checkbox"/> Never <input type="checkbox"/> Little <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy Type of Exercise: _____ How often: _____</p> <p>Emotional: I would generally describe myself as (check all that apply): <input type="checkbox"/> Happy <input type="checkbox"/> Easy going <input type="checkbox"/> Restless <input type="checkbox"/> Irritable <input type="checkbox"/> Indecisive <input type="checkbox"/> Angry <input type="checkbox"/> Cry easily <input type="checkbox"/> In a hurry <input type="checkbox"/> Depressed <input type="checkbox"/> Stressed out <input type="checkbox"/> Difficulty expressing emotion <input type="checkbox"/> Short attention span <input type="checkbox"/> Other: _____</p> <p>Appetite: <input type="checkbox"/> Up and down <input type="checkbox"/> Poor <input type="checkbox"/> Good <input type="checkbox"/> Hungry all the time <input type="checkbox"/> Loss of taste <input type="checkbox"/> Normal</p> <p>Cravings: <input type="checkbox"/> Sweets <input type="checkbox"/> Salty <input type="checkbox"/> Spicy <input type="checkbox"/> Sour <input type="checkbox"/> None</p> <p>Weight: <input type="checkbox"/> Underweight <input type="checkbox"/> Overweight <input type="checkbox"/> Normal <input type="checkbox"/> Recent gain <input type="checkbox"/> Recent loss If recent gain or loss, how much? _____</p> <p>Since what date? month / year</p> <p>Energy: <input type="checkbox"/> Up and down <input type="checkbox"/> Low <input type="checkbox"/> Excessive <input type="checkbox"/> Low after eating <input type="checkbox"/> Tired in the afternoon <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Body temperature: <input type="checkbox"/> Warm natured <input type="checkbox"/> Flushed face <input type="checkbox"/> Feel warm late afternoon and night <input type="checkbox"/> Sweat Easily <input type="checkbox"/> Night Sweats <input type="checkbox"/> Chill easily / feel cold / aversion to cold <input type="checkbox"/> Feel hot / aversion to heat <input type="checkbox"/> Warm Palms / Soles <input type="checkbox"/> Cold hands and feet <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p>	<p>Digestion: <input type="checkbox"/> Indigestion <input type="checkbox"/> Bloating <input type="checkbox"/> Heartburn <input type="checkbox"/> Nausea <input type="checkbox"/> Vomiting <input type="checkbox"/> Full feeling <input type="checkbox"/> Belch or burp <input type="checkbox"/> Gas <input type="checkbox"/> Abdominal pain or cramps <input type="checkbox"/> Difficulty digesting fatty or oily foods <input type="checkbox"/> Bitter taste in mouth <input type="checkbox"/> Gallstones <input type="checkbox"/> Normal <input type="checkbox"/> Other: _____</p> <p>Bowels: Frequency of Bowel movement: _____ per <input type="checkbox"/> day <input type="checkbox"/> week <input type="checkbox"/> Loose stool <input type="checkbox"/> Diarrhea <input type="checkbox"/> Hemorrhoids <input type="checkbox"/> Constipation <input type="checkbox"/> Colon problems <input type="checkbox"/> Pain or cramps <input type="checkbox"/> Use laxatives <input type="checkbox"/> Normal <input type="checkbox"/> Other: _____</p> <p>Urination: Frequency of urination: _____ times per day</p> <p>Color: <input type="checkbox"/> clear <input type="checkbox"/> light yellow <input type="checkbox"/> yellow <input type="checkbox"/> bright yellow <input type="checkbox"/> dark</p> <p>Symptoms: <input type="checkbox"/> Burning <input type="checkbox"/> Bladder infections <input type="checkbox"/> Urgency <input type="checkbox"/> Nighttime <input type="checkbox"/> Incontinence <input type="checkbox"/> Kidney stones or infections <input type="checkbox"/> None</p> <p>Thirst: <input type="checkbox"/> Normal <input type="checkbox"/> Excessive <input type="checkbox"/> Thirsty but do not drink # of drinks (glasses) per day _____ I prefer my drinks: <input type="checkbox"/> cold <input type="checkbox"/> warm/hot <input type="checkbox"/> room temperature</p> <p>Sleep: Falling asleep: <input type="checkbox"/> Easy <input type="checkbox"/> Avg. <input type="checkbox"/> Difficult Staying asleep: <input type="checkbox"/> Easy <input type="checkbox"/> Avg. <input type="checkbox"/> Difficult Waking up: <input type="checkbox"/> Easy <input type="checkbox"/> Avg. <input type="checkbox"/> Difficult</p> <p>Sleep quality (check all that apply): <input type="checkbox"/> Restless <input type="checkbox"/> Lots of dreams <input type="checkbox"/> Easily awakened <input type="checkbox"/> Nightmares <input type="checkbox"/> Difficulty falling back to sleep</p> <p>Bedtime _____ Wake time _____ # of times you wake up in middle of the night: _____</p>	<p>Cardiovascular <input type="checkbox"/> Diagnosed heart problems <input type="checkbox"/> Palpitations <input type="checkbox"/> Bleed easily <input type="checkbox"/> Low blood pressure <input type="checkbox"/> High blood pressure <input type="checkbox"/> High cholesterol <input type="checkbox"/> Murmur <input type="checkbox"/> Varicose veins <input type="checkbox"/> Ankle swelling <input type="checkbox"/> Chest pain <input type="checkbox"/> Bruise easily <input type="checkbox"/> Hand swelling <input type="checkbox"/> Irregular heart beat <input type="checkbox"/> Normal <input type="checkbox"/> Other: _____</p> <p>Headaches / dizziness: <input type="checkbox"/> Headaches <input type="checkbox"/> Migraines <input type="checkbox"/> Vertigo <input type="checkbox"/> Dizziness <input type="checkbox"/> Motion sickness <input type="checkbox"/> Poor balance <input type="checkbox"/> Faint easily <input type="checkbox"/> Poor memory <input type="checkbox"/> None <input type="checkbox"/> Other _____</p> <p>Skin: <input type="checkbox"/> Dry <input type="checkbox"/> Hives <input type="checkbox"/> Itching <input type="checkbox"/> Oily <input type="checkbox"/> Acne <input type="checkbox"/> Rashes <input type="checkbox"/> Bruise easily <input type="checkbox"/> Eczema <input type="checkbox"/> Cuts heal slowly <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Hair: <input type="checkbox"/> Dry <input type="checkbox"/> Oily <input type="checkbox"/> Dandruff <input type="checkbox"/> Falling out <input type="checkbox"/> Early grey <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Nails: <input type="checkbox"/> Soft <input type="checkbox"/> Spots <input type="checkbox"/> Ridges/ lines <input type="checkbox"/> Grow slowly <input type="checkbox"/> Grow fast <input type="checkbox"/> Purple <input type="checkbox"/> Pale <input type="checkbox"/> Break easily <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Ears: <input type="checkbox"/> Poor hearing <input type="checkbox"/> Ringing (high pitch) <input type="checkbox"/> Ringing (low pitch) <input type="checkbox"/> Discharges <input type="checkbox"/> Ear aches <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Eyes: <input type="checkbox"/> Wear glasses or contacts <input type="checkbox"/> Eyelids swollen <input type="checkbox"/> Dry <input type="checkbox"/> Itch <input type="checkbox"/> Twitch <input type="checkbox"/> Poor night vision <input type="checkbox"/> Light-sensitive <input type="checkbox"/> Color blindness <input type="checkbox"/> Tear easily <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Nose: <input type="checkbox"/> Stuffy nose <input type="checkbox"/> Hayfever <input type="checkbox"/> Sneeze a lot <input type="checkbox"/> Bleeding <input type="checkbox"/> Loss of smell <input type="checkbox"/> Sinusitis <input type="checkbox"/> Rhinitis <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Mouth and throat: <input type="checkbox"/> Dry <input type="checkbox"/> Gum problems <input type="checkbox"/> Frequent colds <input type="checkbox"/> TMJ <input type="checkbox"/> Feel lump in throat <input type="checkbox"/> Thyroid problems <input type="checkbox"/> Grind teeth <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Respiratory: <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Difficulty inhaling <input type="checkbox"/> Sigh a lot <input type="checkbox"/> Dry cough <input type="checkbox"/> Cough w/phlegm <input type="checkbox"/> Asthma <input type="checkbox"/> Bronchitis <input type="checkbox"/> Emphysema <input type="checkbox"/> Wheezing <input type="checkbox"/> Cough with blood <input type="checkbox"/> Tightness in chest <input type="checkbox"/> Normal <input type="checkbox"/> Other _____</p> <p>Pain: <input type="checkbox"/> Neck <input type="checkbox"/> Back <input type="checkbox"/> Shoulder <input type="checkbox"/> Sciatica <input type="checkbox"/> Hands <input type="checkbox"/> Wrists <input type="checkbox"/> Cramps <input type="checkbox"/> Hips <input type="checkbox"/> Knees <input type="checkbox"/> Cold or Damp weather <input type="checkbox"/> Foot/ankle <input type="checkbox"/> Spine <input type="checkbox"/> Arthritis <input type="checkbox"/> Flank area <input type="checkbox"/> None <input type="checkbox"/> Other _____</p>
<p>Please enter any other relevant information that you think we need to know about:</p> <p>.....</p> <p>.....</p>		

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Eating Habits Profile

Please fill out this page as completely as possible.

Meals

Meal	Do you eat this meal on most days? (check one)	Approximate time	A general list of foods you eat at this meal
Breakfast	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Lunch	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Dinner	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Snacks

Approximate time	Types of foods eaten

Foods

Food type	How often?
Sodas (including diet sodas)	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Fried foods (french fries, fried chicken, etc...)	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Multiple cups of coffee in same day	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Donuts, ice cream, cookies, cake	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Milk and cheese	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Meat products (beef / chicken / pork (not fish))	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Shellfish (shrimp / crab / etc.)	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never
Deep-ocean fish (salmon / tuna / sea bass / etc.)	<input type="checkbox"/> Every day <input type="checkbox"/> Most days <input type="checkbox"/> Occasionally <input type="checkbox"/> Never

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Clinic Policies

In order to maintain the quality of care at the clinic, we have instituted a number of policies, which are outlined below. Before becoming a new patient at the clinic, please initial each point and sign at the bottom. The cancellation policy is described in a separate document enclosed in this package:

____ Diversity: The Swan Wellness Center does not discriminate based upon age, gender, race, religion, sexual orientation, health status or the ability to pay. We hope you will join us in honoring diversity.

____ Confidentiality: I agree to maintain the confidentiality of all other patients of the clinic. Our staff will maintain your confidentiality by not acknowledging you outside of the clinic unless you first acknowledge them.

____ Appointment reminders: As a courtesy to you, we make every effort to email or call with an appointment reminder one day before each scheduled appointment. If for some reason we do not remind you, the no-show policy still applies if you fail to arrive for your appointment.

____ Late Arrival: As a courtesy to other patients, we regret that late arrivals will not receive an extension of the scheduled appointment time, thus your treatment will be shortened. If you arrive late by 20 minutes or more, we reserve the right to deny treatment and charge the 50% no show fee.

____ Appropriate Dress: Please wear or bring loose comfortable clothing, you will not need to undress. Most common points are located below the elbows and knees and on the abdomen, so access to those areas is crucial. Shorts or pants with leg opening that fit comfortable over the knee are recommended. One-piece dresses are not recommended.

____ Identifying Information: I understand that any published research will not contain identifying information and that my medical record will not be released without my written consent.

____ Needle safety: During acupuncture, I agree to remain lying down during treatment and not to remove or manipulate the acupuncture needles.

____ Etiquette: I agree not to come into the clinic under the influence of alcohol or non-prescribed drugs. I agree to turn any cell phone/pager to silent mode. I agree to respect other patient's relaxation and will keep conversation to a minimum when in the treatment room. I understand that if my behavior does not comply with the policy of the clinic that I may be refused or released from treatment by The Swan Wellness Center until I agree to comply.

____ Payment: I understand payment is expected at time of visit. The Swan Wellness Center accepts cash, credit cards, or checks.

Please indicate your preference below:

I would like to receive, by mail and/or email, health information, newsletters and announcements from The Swan Wellness Center:

___Yes___No (check one)

I have read, or have had read to me, the above clinic policy. I have had an opportunity to ask questions and by signing below I agree to the above.

Patient or Patient Representative (Print)

Signature

Date

Relation to patient (if not patient)

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ACUPUNCTURE INFORMED CONSENT TO TREAT

I hereby request and consent to the performance of acupuncture treatments and other procedures within the scope of the practice of acupuncture on me (or on the patient named below, for whom I am legally responsible) by the acupuncturist named below and/or other licensed acupuncturists who now or in the future treat me while employed by, working or associated with or serving as back-up for the acupuncturist named below, including those working at the clinic or office listed below or any other office or clinic, whether signatories to this form or not.

I understand that methods of treatment may include, but are not limited to, acupuncture, moxibustion, cupping, electrical stimulation, Tui-Na (Chinese massage), Chinese herbal medicine, and nutritional counseling. I understand that the herbs may need to be prepared and the teas consumed according to the instructions provided orally and in writing. The herbs may be an unpleasant smell or taste. I will immediately notify a member of the clinical staff of any unanticipated or unpleasant effects associated with the consumption of the herbs.

I have been informed that acupuncture is a generally safe method of treatment, but that it may have some side effects, including bruising, numbness or tingling near the needling sites that may last a few days, and dizziness or fainting. Bruising is a common side effect of cupping. Unusual risks of acupuncture include spontaneous miscarriage, nerve damage and organ puncture, including lung puncture (pneumothorax). Infection is another possible risk, although the clinic uses sterile disposable needles and maintains a clean and safe environment. Burns and/or scarring are a potential risk of moxibustion and cupping. I understand that while this document describes the major risks of treatment, other side effect and risks may occur. The herbs and nutritional supplements (which are from plant, animal and mineral sources) that have been recommended are traditionally considered safe in the practice of Chinese Medicine, although some may be toxic in large doses. I understand that some herbs may be inappropriate during pregnancy. Some possible side effects of taking herbs are nausea, gas, stomachache, vomiting, headache, diarrhea, rashes, hives, and tingling of the tongue. I will notify a clinical staff member who is caring for me if I am or become pregnant.

I do not expect the clinical staff to be able to anticipate and explain all possible risks and complications of treatment, and I wish to rely on the clinical staff to exercise judgment during the course of treatment which the clinical staff thinks at the time, based upon the facts then known is in my best interest. I understand that results are not guaranteed.

I understand the clinical and administrative staff may review my patient records and lab reports, but all my records will be kept confidential and will not be released without my written consent.

By voluntarily signing below, I show that I have read, or have had read to me, the above consent to treatment, have been told about the risks and benefits of acupuncture and other procedures, and have had an opportunity to ask questions. I intend this consent form to cover the entire course of treatment for my present condition and for any future condition(s) for which I seek treatment.

Patient or Patient Representative (Print)

Signature

Date

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Patient Acknowledgement of Privacy Policy

I understand that I have the right to review the document "The Swan Wellness Center - Notice of Privacy Policy" prior to signing this document. This notice has been provided to me in my intake packet.

The Notice of Privacy Policy (Notice) describes the types of uses and disclosures of my "protected health information (PHI)" that will occur in my treatment, payment of bills, or in the performance of healthcare operations of this clinic. My protected health information means health information including my demographic information (name, address, phone number, etc.) that is collected from me and created or received by this clinic or its agents or employees. PHI is information that relates to my past, present, or future physical or mental health condition and identifies me, or there is a reasonable basis to believe the information may identify me. The Notice also describes other potential releases of my PHI that may occur with or without my authorization, and my rights regarding my PHI.

By signing this form, you consent to our use and disclosure of your PHI as specified in the Notice of Privacy Policy, and acknowledge receipt of the Notice.

PLEASE NOTE: Unless you are claiming insurance for your treatments here, your protected health information (PHI) will NEVER be discussed, verbally or in writing, with anyone but you or your spouse. We will only disclose information to others (i.e. family members, other physicians, etc...) once we have obtained your express written permission. If you wish to keep your information private from your spouse as well, please indicate below.

___ I wish to keep my PHI (protected health information) private from my spouse.

Patient or Patient Representative (Print)

Signature

Date

Relation to patient (if not patient)

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Cancellation Policy

Please read this portion carefully. It outlines the scheduling and payment policy of The Swan Wellness Center. If you have questions or concerns about this policy, please feel free to contact us for clarification.

Why this policy exists: This policy ensures quality service and patient convenience at the clinic. By complying with this policy, you help our patient community enjoy professional, efficient, effective service.

All appointment cancellations must be made by 5pm one business day prior to your scheduled appointment time. Failure to do so results in the following:

Package Rate Missed Appointment Policy:

Package Rate appointments cancelled after 5pm one business day prior to a scheduled appointment will be forfeited and may not be rescheduled.

Per-Session Missed Appointment Policy

Per Session Rate appointments cancelled after 5pm one business day prior to a scheduled appointment will be billed at the full appointment fee.

How we charge for missed per-session appointments: The Swan Wellness Center sends notice via email of the charge. If no email address is on file for the patient, we attempt to contact the patient via phone to advise of the charge. Whether or not we successfully contact the patient, the charge is made to the patient's account on file.

How we collect the fees for missed appointments: The Swan Wellness Center uses reasonable means to collect any missed appointment fees, including contacting the patient via phone, email or regular U.S. Mail. Additionally, the clinic may use legal means of collecting a debt to obtain payment for the outstanding charge, such as hiring a collection agency to collect payment for delinquent accounts.

When we expect payment for missed appointments: Payments for missed appointments are expected within 30 days of the missed appointment, or at your next visit, whichever comes first. If not remitted after 30 days, collection action, as outlined in the previous paragraph, may be initiated.

By signing below, I acknowledge receipt of this Cancellation Policy. By signing this form, I acknowledge my agreement with all aspects of this policy and I authorize the Swan Wellness Center to bill me if I do not give appropriate cancellation notice as outlined in this Cancellation Policy.

Signature: _____ Date: _____

Patient Name (printed): _____



Notice of Privacy Policy

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices describes how we may use and disclose your "protected health information (PHI)" including but not limited to, carrying out treatment, payment, healthcare operations and how you can gain access to such information. Your PHI is any of your written and oral health information that can be used to identify you, including demographic data. This is PHI that is created or received by Swan Wellness Center, LLC (SWC). This notice is provided to you as a requirement of the Health Insurance Portability and Accountability Act (HIPAA).

I. Uses and Disclosures of PHI

SWC may use your protected health information for purposes of providing treatment, obtaining payment for treatment, and conducting healthcare operations. By applying to be treated by SWC, you are implying consent to the use and disclosure of your PHI by our office staff, and others outside of our office that are involved in your care and treatment for the purposes of providing healthcare to you. The following are examples of the types of uses and disclosures of your protected healthcare information SWC will make based on this implied consent. These examples are not meant to be exhaustive but to describe the types of uses and disclosures that may be made by our office.

A. Treatment

SWC will use and disclose your protected healthcare information to provide, coordinate, or manage your healthcare and any related services. This includes the coordination or management of your healthcare with a third party for treatment purposes. For example, we may disclose your PHI to another healthcare practitioner who may be treating you or consulting with your physician with respect to your care. Your PHI may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you. Furthermore, SWC may from time-to-time disclose your PHI to an outside treatment provider for purposes of the treatment activities of the other provider.

B. Payment

Your PHI will be used, as needed, to obtain payment for your healthcare services at SWC. This may include certain communications to your health insurer to get approval for the treatment that SWC recommends. SWC may also disclose PHI to your insurance company to determine whether you are eligible for benefits or whether a particular service is covered by your health plan. We may also disclose patient information to another provider involved in your care for the other provider's payment activities.

C. Operations

SWC may use or disclose, as needed, your PHI in order to support our business activities and to provide quality care to all patients. Healthcare operations include, but are not limited to, quality assessment activities, employee review activities and training in which students, trainees, or practitioners in healthcare learn under supervision, reviewing and auditing, including compliance reviews, medical reviews, legal services, business management and general administrative activities. As part of treatment, payment and healthcare operations, SWC may also use or disclose your PHI including, but not limited to, reminders of appointments, with a third party "business associate" that performs various activities for the practice, to inform you of health-related benefits, products, or services that may be of interest to you, to contact you to raise funds for the practice or an institutional foundation related to the practice. SWC may also use and disclose your PHI for other marketing activities. For example, your name and address may be used to send you brochures or newsletters about our practice and the services that we offer. Whenever an arrangement between our office and a business associate involves the use or disclosure of your PHI, we will have a written contract with that business associate that contains terms that will protect the privacy of your PHI. If you do not wish to be contacted regarding fundraising, or other such marketing practices, please contact our Privacy Officer, and include request in writing.

II. Uses and Disclosures That May Be Made With Your Authorization or Opportunity to Object

In the following instance where we may use and disclose your PHI, you have the opportunity to agree or object to the use or disclosure of all or part of your PHI. If you are not present or able to agree or object to the use or disclosure of the PHI, then SWC may, using professional judgment, will determine whether the disclosure is in your best interest. In this case, only the PHI that is relevant to your healthcare will be disclosed.

Swan Wellness Center



Acupuncture - Herbal and Nutritional Therapy - Mind-Body Medicine

1039 W. Hildebrand Ave., San Antonio, Texas, 78201

Tel: 210-521-8100 Fax 210-764-5541

Web: swanwellnesscenter.net

A. Others Involved In Your Healthcare

Unless you object, SWC may disclose to a member of your family, a relative, a close friend, or any other person you identify, your PHI that directly relates to that person's involvement in your healthcare. If you are unable to agree or object to such a disclosure, SWC may disclose such information as necessary based on our professional judgment and determined to be in your best interest. We may use or disclose PHI to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care of location, general condition, or death.

B. Uses and Disclosures That May Be Made Without Your Consent, Authorization, or Opportunity to Object

We may use or disclose your PHI in the following situations without your consent or authorization. These situations include,

1. Required By Law

SWC may disclose your medical information when we are required to do so by law. For example, your PHI may be released when required by privacy laws, worker's compensation or similar laws, public health laws, court or administrative orders, subpoenas, certain discovery requests, or other laws, regulations or legal processes. Under certain circumstances, we may make limited disclosures of PHI directly to law enforcement officials or correctional institutions regarding an inmate, lawful detainee, suspect, fugitive, material witness, missing person, or victim or suspected victim of abuse, neglect, domestic violence or other crimes. We may disclose your PHI to the extent reasonably necessary to avert a serious threat to your health or safety or the health or safety of others. We may disclose your PHI when necessary to assist law enforcement officials to capture a third party who has admitted to a crime against you or who has escaped from lawful custody.

2. Coroners, Funeral Directors, and Organ Donation

SWC may disclose PHI to a coroner or medical examiner, funeral director, or organ procurement organization in limited circumstances.

3. Research

SWC may use or disclose your PHI for research only in those limited circumstances not requiring your written authorization, such as those, which have been approved by an institutional review board that has established procedures for ensuring the privacy of your PHI.

4. Military Activity and National Security

SWC may disclose military authorities the medical information of Armed Forces personnel under certain circumstances. When required by law, we may disclose your PHI for intelligence, counterintelligence, and other national security activities.

III. Uses and Disclosures Which You Authorize

SWC will not disclose your health information other than with your written consent. You may revoke your authorization in writing at any time except to the extent that we have taken action in reliance upon the authorization.

IV. Your Rights

The following are your rights regarding your protected health information.

A. The right to inspect and copy your PHI

In most cases you have the right to review or to purchase copies of your PHI by requesting access or copies in writing to our Privacy Official. Please contact our Privacy Official regarding our copying fees.

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B. The right to request a restriction on uses and disclosures on PHI

You have the right to request that we place additional restrictions on our use or disclosure of your PHI, but we are not required to honor such a request. We will be bound by such restrictions only if we agree to do so in writing signed by our Privacy Official.

C. The right to request to receive confidential communications from us by alternative means or at an alternative location

You have the right to request that we communicate with you about your PHI by alternative means or in alternative locations. We will accommodate any reasonable request if it specifies in writing the alternative means or location, and provides a satisfactory explanation of how future payments will be handled.

D. The right to have Swan Wellness Center amend your PHI

You have the right to request that we amend your PHI. Any such request must be in writing and contain a detailed explanation for the written requested amendment. Under certain circumstances, we may deny your request but will provide you a written explanation of the denial. You have the right to send us a statement of disagreement to which we may prepare a rebuttal, a copy of which will be provided to you at no cost. Please contact our Privacy Official with any further questions about amending your medical record.

E. The right to receive accounting

You have the right to receive an accounting of the instances, if any, in which your PHI was disclosed for purposes other than those described in the following sections above: Uses and Disclosures, Facility Directories, Patient Access, and Locating Responsible Parties. For each 12- month period, you have the right to receive one free copy of an accounting certain details surrounding such disclosures that occurred after April 14, 2003. If you request a disclosure accounting more than once in a 12 – month period, we will charge you a reasonable, cost-based fee for each additional request. Please contact our Privacy Official regarding these fees.

V. Complaints

You have the right to express complaints to the practice and Secretary of Health and Human Services if you believe that your privacy rights have been violated. You may complain to SWC by contacting the Privacy Official verbally or in writing using the contact information below. You will not be retaliated in any way for filing a complaint; hence we encourage you to express any concerns regarding the privacy of your information.

VI. Privacy Official

SWC's contact person for all issues regarding patient/client privacy and your rights under the Federal privacy standards is the Privacy Official. Information regarding matters covered by this notice can be requested by contacting the Privacy Official. Complaints against SWC can be mailed to the Privacy Official by sending it to:

Swan Wellness Center, LLC

1039 W. Hildebrand Ave.,

San Antonio, TX

78201

ATTN: Privacy

Official 210-521-8100

VII. Our Responsibilities

This office is required to maintain the privacy of your health information and to provide you with notice of our legal commitment to you. SWC is required to abide by the terms of this notice and to notify you if we are unable to grant your requested restrictions of reasonable desires. We reserve the right to change the terms of this Notice and to make the new Notice provisions effective for all PHI that we maintain. If SWC changes its Notice, we will provide a copy of the revised Notice by sending a copy of the Revised Notice via regular mail or through in-person contact.