

**WELCOME TO SPAULDING'S OUTPATIENT CENTER IN CAMBRIDGE**

You have been scheduled to see: **Dr. Bridget Chin**    **Date:** \_\_\_\_\_    **Time:** \_\_\_\_\_

**PLEASE read the following important information regarding your Acupuncture Visit:**

- ✓ **Initial Appointment:** Please **arrive 15 minutes early** to allot time to check in and complete the registration process. Please bring your **health insurance card** and **picture identification**.
- ✓ **Insurance Information:** Most insurances do not cover acupuncture. If your insurance does not cover acupuncture, payment is due at the time of each visit. We accept checks and credit card payments. For questions regarding your bill, Spaulding's billing line is 617-724-2681. Please alert us if your insurance changes during your course of treatment.
- ✓ **24-48 Hour Cancellation Policy:** We are a busy practice and acupuncture appointments are at a premium. Please provide at least 24-48 hours notice for cancellations so we can notify patients on our wait list. Please be aware that cancellations may affect your recovery. Failure to notify our office of a cancellation within the designated time period could result in you being charged a **CANCELLATION FEE**. We may be reached at **617-952-6800 option 4 ext. 2** for appointment scheduling/rescheduling.
- ✓ **Parking:** Free parking is available in our onsite visitor parking lot.
- ✓ **Advance Directive/MA Health Care Proxy documents:** If you have designated someone to make health care decisions for you in the event you become incapable of making or communicating these decisions, please provide us with a copy of your Advance Directive or Massachusetts Health Care Proxy. Further information is available through the Massachusetts Medical Society at [www.massmed.org](http://www.massmed.org) or you can request a copy from the Front Desk Staff.
- ✓ We support the law known as the Massachusetts **Patient's Bill of Rights**. A copy is posted in our center and you may also request a copy.
- ✓ **Your satisfaction is our primary goal.** If you have questions or concerns, please share these and we will work to resolve any issues. If your patient service representative or physician cannot help you, you may contact me at the number below.
  - Eric Siller, Site Manager: 617-952-6808

As a patient, you are an important member of our treatment team. Please share your goals and expectations with Dr. Chin. You may receive a satisfaction questionnaire from us. As your feedback is very important to us, please complete it and mail it back to us.

We hope your recovery goes safely and quickly.  
The Staff at Spaulding Cambridge

**THE SPAULDING MISSION:**

*Spaulding's mission is to provide a full continuum of rehabilitation services, to contribute new knowledge and treatment approaches through research and outcomes studies, to educate future rehabilitation specialists, to advocate for persons with disabilities, and to support the mission of Partners Health Care System*

