



Ren 任治平中醫診所
Acupuncture & Chinese Medicine Clinic

Policies and Procedures

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1. INTRODUCTION

1.1. Mission Statement

1.1.1. To meet the unique health needs of an individual by delivering effective treatments which integrate both Western and Traditional Chinese Medicine; and to promote wellness to the community by providing education in health awareness, maintenance, and disease prevention.

1.2. Service Overview

1.2.1. Provide diagnoses, personalized and comprehensive treatment plans for every patient in the patient's best interest.

1.2.2. To provide effective services, including immediate treatment, and follow-up treatment if necessary, to patients with symptoms and signs of pain and illness.

1.2.3. To contribute to the community by promoting health awareness and illness prevention through seminars, lectures and health write-ups.

2. GENERAL POLICIES AND PROCEDURES

2.1. Management of Clinic

2.1.1. To ensure quality services, all clients are seen on an appointment basis.

2.1.2. To accommodate clients to seek appropriate care, the clinic must be a welcoming and a pleasant place to be.

2.1.3. Waiting area should be spacious enough to provide seating for expected numbers at any one time and comfortable enough for patients waiting for treatment or prescribed herbal medicine.

2.1.4. Consultation room should be spacious enough for occasionally several patients at a time. Ensure privacy and confidentiality for conversations between patient and practitioner.

2.1.5. Examination and treatment rooms should provide privacy for patient to remove clothes for examination or treatment.

2.1.6. Temperature, lighting and air circulation of clinic should be regulated and monitored at proper levels.

2.2. Role and Responsibility

- 2.2.1. Diagnose and treat patients in accordance to established policies and standard operating procedures for the comfort of the clients and universal precautions.
- 2.2.2. Provide appropriate health education and counselling to clients attending the clinic, maintain medical confidentiality.
- 2.2.3. Ensure that clinic conditions are maintained appropriately to support the operation and ensure the safe and proper use of the equipment.
- 2.2.4. Determine and maintain work routines of clinic staff. Manage and reorder stock of herbal medicine and consumables for the clinic to ensure continuous, adequate supply.
- 2.2.5. Clinic administration, patient registration, health history taking, examination and treatment record are kept in straight confidentiality.
- 2.2.6. Conduct timely review and maintenance of clinical equipment to ensure proper working order.
- 2.2.7. Refer clients to other appropriate health care, treatment and supporting services.

2.3. Information, Education, and Consultation

- 2.3.1. Identify and deal with causes of the health issues, learning about and coming to terms with complications, coping with chronic, acute or incurable conditions.
- 2.3.2. Assist the patient to identify how to avoid or minimize recurrence, risk and medical side effects.
- 2.3.3. Explain how to recognize symptoms and the importance of early treatment.
- 2.3.4. If treatment or medication process is incomplete, instruct the patient to return for a follow-up consultation.
- 2.3.5. Patients of concern should be invited to come routinely or periodically; inquire at any time if they have any questions.

3. CLINIC SERVICES

3.1. Consultation

- 3.1.1. Pain management: back pain, headache/migraine, joint pain, neck pain, muscle pain, cervical spondylopathy, tendonitis, abdominal pain, chest pain, frozen shoulder, tennis elbow, knee pain, sciatic pain, heel pain, whiplash, accident and sport injuries, post-injury and post-surgical rehabilitation, etc.
- 3.1.2. Stress management: neurasthenia, fatigue, insomnia, anxiety, depression, etc.
- 3.1.3. Women's abnormalities: Infertility, irregular menstruation, menstruation pain, menopausal syndrome, etc.
- 3.1.4. Digestive system disorders: Stomachache, chronic gastritis, chronic colitis, constipation, etc.
- 3.1.5. Skin problems: acne, eczema, urticaria, and allergy, etc.
- 3.1.6. Supplementary treatment: Cancer, diabetic, arrhythmia, anemia, hyperthyroidism, hypertension, asthma, tinnitus, etc.

3.2. Acupuncture

- 3.2.1. The practice involves inserting and manipulating delicate hair-thin needles into meridian points of body, channels guiding the flow of “qi,” or “life energy,” on the body.
- 3.2.2. The purpose of Acupuncture is generally to stimulate energy points and to balance the energy flow, to alleviate specific symptoms such as pain and discomfort, to activate your body repair systems to restore health, and for a whole array of therapeutic purposes.

3.3. Osteopathic Manipulation

- 3.3.1. Osteopathy is a way of detecting and treating damaged parts of the body such as joints, muscles, ligaments, skeleton, and nerves.
- 3.3.2. Osteopathic manipulation uses customized acupressure techniques, applied to various meridians on the body, facets of postural adjustment and physical therapy to restore and normalize the body's structure and promote healing.

3.4. Herbal Remedies

- 3.4.1. Provide assorted properly extracted natural herbal medicine to treat different diseases; strengthen and support stability of an organ or body system to achieve a balanced harmonious condition for health maintenance and disease prevention in the long term.

4. MEDICAL RECORDS AND RECORD KEEPING

- 4.1. Patient of initial visit is required to complete the Registration Form that contains essential identifying information and a brief health history.
- 4.2. Maintain a patient's medical record of all data and diagnoses, services delivered, advice and recommendations made, medication prescribed/or provided for that patient.
- 4.3. Patient medical records are maintained at strict confidential information to assure an ethical and legal patient care system.
- 4.4. Release of copies of the medical record to a patient or third party may be authorized only by written consent of the patient. Documentation of such consent shall be retained on file.

5. UNIVERSAL PRECAUTION AND SAFETY PROCEDURES

- 5.1. Hand sanitizer should be made available at prominent places of waiting area to encourage visitors to sterilize their hands.
- 5.2. Wash hands before and after the care of each patient to minimize the risk of infectious transmissions. Skin on hands or other parts of the body should immediately and thoroughly be washed if contaminated with blood or other body fluids.
- 5.3. Lab coats should be worn if it is likely that the clothing will be soiled with body substances.
- 5.4. If contact with blood is anticipated, gloves should be worn. Masks or protective eyewear, gowns or aprons should also be worn if a patient is known to be infectious.
- 5.5. Sterilize and disinfect work areas, equipment and devices after infectious treatment to minimize the risk of infectious diseases.
- 5.6. Handle with care to prevent injuries from sharp instruments (acupunctural needles, etc.) during procedures or when cleaning instruments.

- 5.7. Dispose of needles in special puncture-resistant waste containers. Discard all trash in impervious plastic bags.
- 5.8. In cases of emergency, like severe bleeding or fainting, etc., immediately contact the paramedics (911); provide all information essential to the situation.

6. PATIENT SERVICES

6.1. Statement of Patient's Rights

- 6.1.1. A patient has the right to receive the clinic's highest quality care regardless of race, cultural background, creed, religion, nationality, socio-economic status, gender, or sexual orientation.
- 6.1.2. The patient has the right to obtain from the clinic information concerning the diagnosis, treatment, and prognosis in terms the patient can understand.
- 6.1.3. The patient has the right to receive from the clinic information necessary to give consent prior to referral for an alternative care program and/or therapy.
- 6.1.4. The patient has the right to refuse treatment and to be informed of the consequences of such an action.
- 6.1.5. The patient has the right to every consideration of privacy and confidentiality concerning his/her own healthcare program.
- 6.1.6. The patient has the right to expect that, within its capacity, the clinic must make reasonable response to the request of a patient for services.
- 6.1.7. The patient has the right to expect continuity of care following treatment.
- 6.1.8. The patient has the right to seek other opinions regarding his/her condition, prognosis, and course of treatment.
- 6.1.9. The patient has the right to ask for and to be informed of all professional fees, or an estimation of professional fees prior to the provision of services. The patient has the right to examine and receive an explanation of the fees.

6.2. Statement of Patient's Responsibilities

- 6.2.1. The patient has the responsibility to provide to the best of his/her ability, accurate and complete information about present and past conditions, medications, unexpected changes in conditions and other matters pertinent to his/her health.
- 6.2.2. The patient has the responsibility to understand and follow the treatment plan recommended by the doctor or to ask questions and discuss concerns when he/she does not understand or agree with the plan of treatment.
- 6.2.3. The patient has the responsibility to keep appointments reliably and to notify the clinic promptly (minimum 24-hour in advance) when unable to attend.
- 6.2.4. The patient has the responsibility to fulfill financial obligations for his/her care in a timely manner.

7. RETURN AND REFUND POLICY

- 7.1 Returns will be accepted within 15 days of purchase with receipt or proof of purchase.
- 7.2 No refunds on custom-made formulas, special orders, opened, or damaged products.
- 7.3 Refunds are for product costs only. We are unable to refund after treatment or care is provided without justifiable reasons and without merit.
- 7.4 Return products is subject to a 20% restocking fee.
- 7.5 Returns for exchange or credit only, no cash refund.

8. DISCLAIMER

- 8.1. If a patient is found to be uncooperative, consistently untruthful or behaviourally unmanageable, we reserve the right of refusal to treat the patient.
- 8.2. If the resources required or the patient is deemed to be beyond our scope of care, we can refuse to treat that patient, but would try to provide alternative resources the patient can possibly utilize.
- 8.3. Patients are expected to be respectful of their scheduled appointments with the clinic and be courteous to notify the clinic promptly when unable to attend (minimum 24-hours in advance) to enable us to allocate this time for other patients in need. Late cancellation or

failure to present at the scheduled appointment time is subject to an administrative fee equivalent to the scheduled service cost.

- 8.4. Due to factors unknown, unpredictable and uncontrollable in the part of the clinic, Dr. Ren Acupuncture and Chinese Medicine Clinic is not responsible or liable for any advice, course of treatment, diagnosis or other information, services or medication obtain through the clinic.