

Welcome To Our Community!

Before you arrive for your initial appointment, there is some important information we need you to understand to help your visit go smoothly. **Please read this document all the way through.** Don't hesitate to reach out to us if you have any questions.

Please fill out your Initial Visit Forms before your appointment by clicking on [this link](#). There is no way to save partial forms, so be sure to complete all pages and submit them in one session. If you are unable to fill them out ahead of your visit, please arrive 15 minutes before the start of your appointment in order to fill in paper forms.

Please prepay for your session online using [this link](#). The cost of your first visit is \$10 plus the cost of acupuncture or cupping treatment (sliding scale of \$30-50 per session). If you were referred to Sarana with a Friend Card, pay the reduced rate and mention the card in the notes for your payment. You can also pay with cash or a personal check when you arrive at the clinic.

- **Carefully review our [COVID screening list](#) on the day of your appointment** and make sure you pass the screening. If you do not, please reach out to us to cancel or reschedule your session.
- Eat a light snack and drink some water before your session. We do not allow mask removal while in the clinic.
- **Wear a well-fitting, valve-free mask that completely covers your nose, mouth, and chin.** You cannot enter the treatment area without a mask and you must keep your mask on for your entire visit.
- Allow about 1.25-1.5 hrs for your clinic visit. We are limiting all acupuncture sessions to 60 minutes from the needle insertion. Your acupuncturist will come and remove your needles after 60 minutes or earlier at your request.
- **Arrive 3-5 minutes before your appointment time.** If you show up very early, you may be asked to wait outside. If you are late, you may be asked to reschedule your appointment. We do not allow walk-ins.
- The waiting area is closed to companions and visitors without an appointment, unless they are present to assist with translation or mobility limitations.
- Use hand sanitizer (available at the front desk) as soon as you arrive.
- If no one is at the front desk, please have a seat and wait for the acupuncturist to come and greet you.
- Bring minimal belongings to the clinic. If you tend to get chilly, please bring a light shawl or blanket. Some blankets are available by request.
- Wear loose or stretchy clothing that will allow us to access your legs below the knees and arms below the elbows.
- Silence your phone. You are welcome to use your own earphones to listen to your device during your session, as long as it will not make any sounds audible to others in the treatment space. We also have earplugs available by request.
- Avoid using and wearing any scented products on the day of your treatment. Our clinic is a [fragrance-free space](#).
- Always wear shoes when walking through the clinic. Wait until you have reached your selected chair or table before removing them and put them back on after your treatment and before getting up.
- Keep your shoes and personal items out of the paths between the chairs/tables to minimize tripping risk. Keep them behind your chair or under the table.
- Maintain at least 6' distance from others as much as possible.
All of our chairs and tables are at least 6' apart.

We look forward to meeting you!

