



Points of Healing: Miriam Delosantos L.Ac., Dipl. OM, PA-C
2929 Loma Vista Rd Ste D, Ventura, CA 93003
805-290-1252 | www.pointsofhealing.com

PATIENT BILL OF RIGHTS

The State of California has not adopted any educational training standards for *unlicensed* complementary and alternative health care practitioners. This statement of credentials is for informational purposes only.

Name of Chinese Medicine Practitioner: Miriam Delosantos, MTOM, L.Ac., Dipl. OM, MSPAS, PA-C

Practitioner Certification: Nationally Certified Acupuncturist and Oriental Medicine practitioner, Reiki practitioner, acupressure, Tui Na, Gua Sha, Cupping, certified Physician Assistant.

Fees for Services Rendered: All fees are due when services are rendered.

Should a patient cancel an appointment less than 24 hours in advance of the session, 50% of the appointment fee will be assessed. Should fees or services change, appropriate notice will be given. Insurance coverage is not applicable at this time but we are happy to provide patients with a Superbill so they can submit to insurance for reimbursement.

Theoretical Approach to Chinese Medicine: Traditional Chinese Medicine (TCM) is a comprehensive natural health care system that has been used to diagnose, treat, and prevent illnesses for thousands of years in China and other Asian and European countries. TCM is based on a concept of vital energy or Qi (pronounced "chee" like cheese) that flows throughout the body. It regulates a person's spiritual, emotional, mental, and physical balance. Pain and ill-health result when the flow of Qi is disrupted or blocked by many things, including disease, pathogens, trauma, injuries, and medication, as well as lifestyle factors such as overwork, lack of rest, poor diet, emotions, and stress. In no way does this practitioner or any other employed by Points of Healing, diagnose or treat any diseases not under his or her scope of practice.

Expectations of the Patient: A patient can expect all services to be performed in a professional way that is courteous and free of abuse by verbal, physical, or sexual means. Patients can expect all information contained in the health form to be kept in a secure and confidential manner except when the practitioner may be required by law or court order to release information.

Right of information: The patient has the right to complete and current information regarding the practitioner's assessments, recommendations for services to be rendered and the expected duration of the services provided. A patient has the right to obtain a copy of their health form maintained by the Chinese Medicine Practitioner. This request must be in writing.

Other available services in the area: A list of other practitioners in the area may be found by using the following means: yellow page listings, various print media, internet listings, and recommendations from a Health Care Provider.

Procedures for Filing Complaints: A patient who wishes to file a complaint with regards to the therapy received may do so by sending a written complaint to: Miriam Delosantos at 2929 Loma Vista Rd Ste D, Ventura, CA 93003.

Further Complaints may be sent to:
California Acupuncture Board
1747 N Market Street, Sacramento, CA 95834
Phone: (916) 515-5200
Web: www.acupuncture.ca.gov

A patient has the right to terminate a course of therapy at any time and to pursue the same services with another practitioner in the area of their choosing.

Client's right to invoke: A patient has the right to invoke any and all rights stated above and to do so without fear of reprisal.

I, the undersigned person, attest that I have been provided this copy of the bill of rights and have read and understand all my rights as stated above.

Signed: _____ Date: _____

Print Name: _____