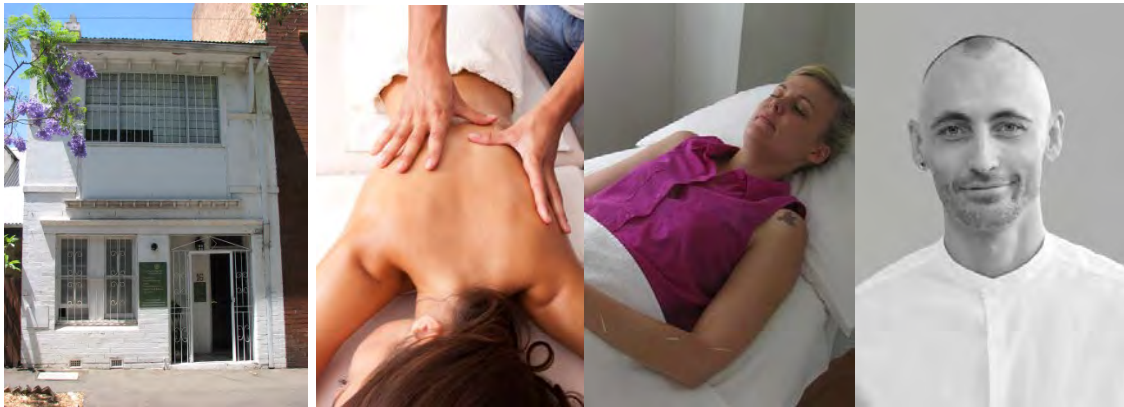


Clinic Welcome letter

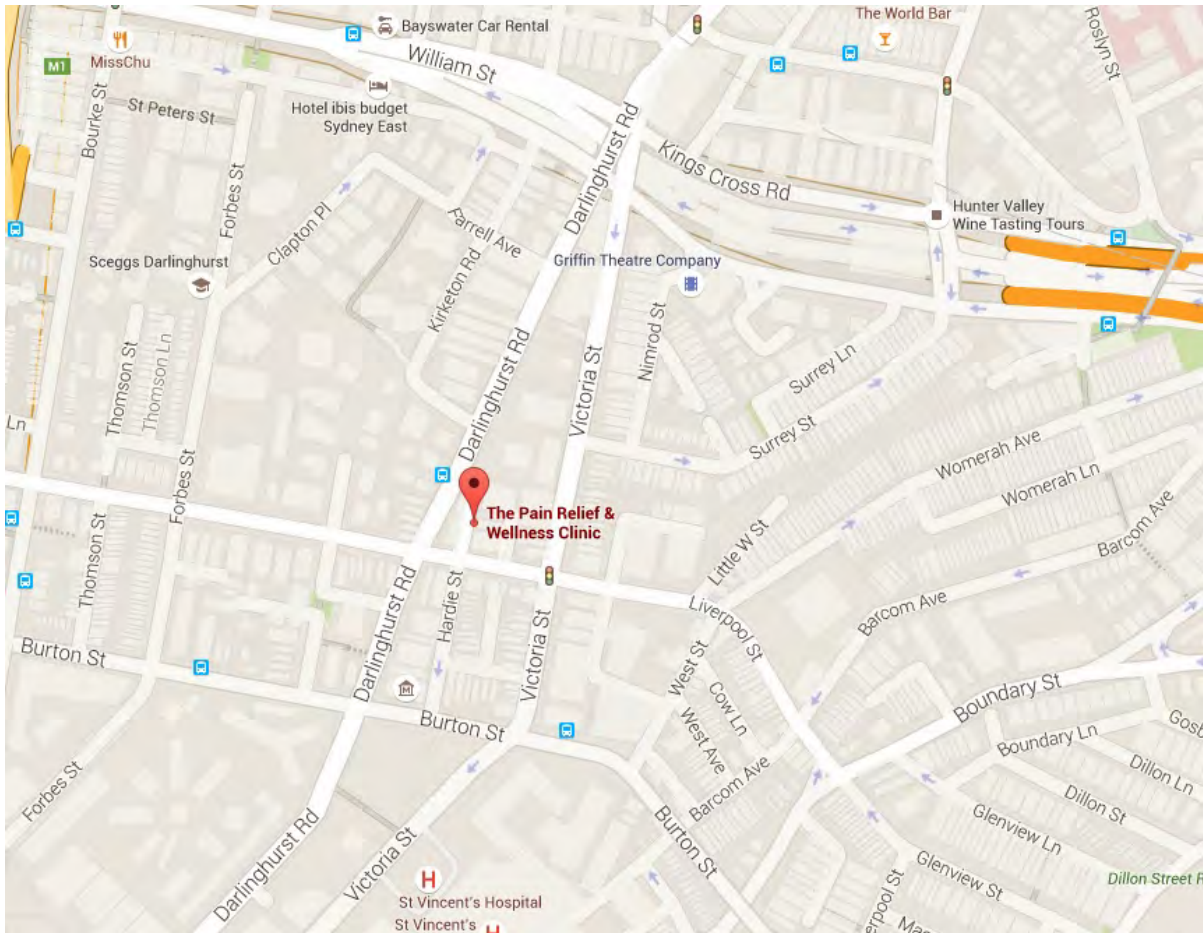
Thank you for booking your appointment with The Pain Relief and Wellness Clinic. We look forward to meeting you. We understand that a first appointment with a new practitioner may seem a little daunting and we will make every effort to help you feel at ease and comfortable. Please take some time to read this letter, it contains valuable information to help you understand what you can expect at The Pain Relief and Wellness Clinic, the intake procedures and what will happen during the appointment.



The Process

- Please arrive 10 minutes before your scheduled appointment time. This will allow time to complete the intake form which asks questions about your medical history and allows you time to describe your main complaint.
- Please enter the front door and make yourself comfortable at the front reception. If it is unattended we will be with you in a few minutes.
- Please use the bathroom/toilet prior to treatment if you need to.
- If you need to leave earlier than the allotted 60 minutes for the session, please let us know at the start. To be thorough on the initial consultation the session can sometimes run over by 10 minutes.
- We will create a file for you. All information and details are strictly confidential. We are 'old school' and use paper files. The only details kept online are a name, phone number and email.
- You will be taken through to one of our private and warmly inviting consultation rooms.
- There will be a short discussion regarding the main complaint. This could involve some basic physical tests and examination.

- You will be asked to undress down to underwear or what is appropriate for the area being treated. The practitioner will leave the room and give you a few minutes to do this. There are clothes hangers and a chair to place your clothes and belongings on. If you are uncomfortable with undressing we will try and accommodate as best as possible.
- We will knock before entering the room to make sure you are ready. We use many towels so you will be suitably draped to keep you warm and protected while giving the practitioner access to the area and points being treated.
- We may continue your analysis with questions and checking of pressure points.
- **Massage:** We will then commence the session targeting the areas that are your main concern. We prefer maintaining a good dialogue with you throughout the massage. The level of pressure is important. Please give us feedback on what is just the right amount for you or if there is anything you would particularly like us to focus on. Some complaints cannot be treated in one session and you may be advised to have a series of treatments to address the complaint comprehensively. Massage can sometimes cause exercise like soreness. There may be some aches or tender spots the following day. It is part of the healing process. This usually dissipates within 48 hours.
- **Acupuncture:** Treatment point selection will be made specific to your needs. The needles used are highest-grade, sterile and single-use disposables.
- To aid in the palpated pressure points, we sometimes use a non-toxic marker pen to make small dots on the skin to assist in the point location and accuracy of the treatment.
- The acupuncture needles are placed in the skin via the assistance of a small acupuncture guidance tube. This helps penetrate the skin quickly with the least amount of discomfort possible. The needles are then adjusted to the right depth.
- We use a lighter technique so the points are not heavily stimulated.
- Once all the needles are inserted, we will place a FAR infrared heater dome over the torso. This feels great and makes the body more sensitive to the acupuncture needles, enhancing the effect of the treatment.
- Needles are left in for approximately 20 – 25 minutes as you relax.
- Acupuncture is usually not painful. A dull ache or heaviness is sometimes felt at needle insertion points.
- If you need any attention during the session, you can simply call out at any time. We also have buzzers you can have for the session to call our attention if preferred.
- At the end of the session the needles will be removed. If a combination of acupuncture and massage is booked, the massage will follow on immediately after the acupuncture.
- At the end of the treatment, you will be given the privacy to get dressed in your own time.
- Payment will be completed at the reception and any future bookings can be made at the same time.
- HICAPS – if you are claiming with private health insurance you can do this on the spot. You will need to bring your health fund membership card with you as otherwise the transaction cannot be immediately processed. Alternatively, you can use the clinic's receipt to claim afterwards.
- To minimise stress levels and maximise your treatment experience, try to arrange your schedule so you do not have to rush to or away from the clinic.



Getting Here:

Location - 16 Hardie Street, Darlinghurst, NSW 2010

Train: The closest train station is Kings Cross Station, about a seven minute walk to the clinic.

Bus: The closest main bus stops are Taylor Square or St Vincent's Hospital on Oxford Street and on the Kings Cross side, Williams Street.

Car: As in most of Sydney, it can be difficult to find park. Please allow extra time for this. On Hardie Street there is metered 1 hour parking. It is also worth checking Liverpool Street, Forbes and Burton Streets. Most of these are free but limited to one hour parks.

If you need additional information or have any queries, please call us on 02 9358 6838 or visit our website www.painreliefwellness.com.au