



## **Introduction to Therapeutic Massage**

We partner with massage clients leading them towards optimal wellness. If you seek regular treatment, your therapist will recommend a treatment plan that meets immediate goals and sets future goals. We recommend that your therapist provide education in self-care techniques. These may enhance the effects of your therapeutic treatments and will teach you about your body and the effects habits (work, pleasure, family) have on your muscles. Whether you come to us for relaxation, sports or injury treatment, we care about the whole you and will work with you to meet personal goals.

### ***Health History***

We ask for your health history before receiving your first treatment. Please be honest! All information is kept confidential. The therapist must consider all medical conditions and symptoms in order to construct an appropriate and safe treatment plan. Please keep the therapist informed of any changes in your health, medications or symptoms.

### ***Comfort & Draping***

Fleece covers and a table warmer are on the treatment table. These layers add to the comfort of the treatment and provide insulation. Treatment rooms are maintained at a warm temperature. Blankets are available for clients who require them. If you are uncomfortable at any time, please advise your therapist.

Therapists will drape your entire body exposing sections of your body as needed during treatment. Remember the goal here is for you to relax. You may retain as much or as little of your clothing as makes you comfortable. The therapist will leave the room, allowing you to dress/undress in private. While some treatments are more effective with direct skin contact and the use of massage oils and lotions, you will receive an effective treatment even if you choose to remain clothed.

### ***Techniques (Modalities)***

Therapists are trained in a variety of massage treatments (known as modalities or techniques). During the interview process and the treatment itself, the therapist will determine which modalities at what pressure best suit your treatment objectives and suit how your muscle and other tissues are reacting to the treatment. You should feel free to communicate with the therapist during the treatment. Ask questions about what they are doing, why and indicate whether you would like more pressure or less pressure.

### ***Hygiene***

Linens used on the treatment tables and on the clients are changed for each client. Treatment tables and other areas of the treatment room are regularly cleaned with anti-bacterial cleansers.

### ***Preparing for Your Treatment***

Clients are requested to arrive for their treatment taking similar concern about hygiene. Consider the activities you have performed before your appointment and make appropriate hygiene decisions before arriving at the office.

Refrain from eating a large meal at least two hours, drinking alcohol or taking pain medication for at least six hours before your treatment. Massage during heavy digestion may have a negative impact on how you feel after the treatment (sluggish, achy, and nauseous). Alcohol and pain medication decrease your ability to sense pressure. If you choose to use alcohol or take pain medication just prior to your treatment, your therapist may determine that it is not safe to proceed and the session will fall under our late cancellation policy.

### ***Appointments***

The time of your appointment has been reserved especially for you. Please arrive 10-15 minutes before your appointment time to begin relaxing and take care of any personal matters (shut the cell phone, visit the rest room). Your treatment—which includes table time and education—will be for the full time of your appointment. The therapist allows extra time for room preparation between clients.

### ***Referral Bonus***

The greatest compliment you can provide us is to refer your friends, family and associates for treatment. You will receive a referral bonus coupon worth \$15 towards your next treatment for each new client referred (after they have paid for their first hour of treatment). You may combine coupons up to the maximum value of your treatment.

### ***Late Arrivals or Cancellations***

Clients who arrive late will receive treatment for the remaining portion of their allotted time and will be expected to pay for the full session. Clients who provide notice of cancellation *at least 24 hours* prior to appointment time *will not be charged*. Clients who provide notice of cancellation **with less than 24 hours** prior notice **will be charged a full fee**. If a replacement client takes your missed appointment, your cancellation fee will be prorated or forgiven.

### ***Ethical & Moral Behavior***

As licensed healthcare providers, massage therapists are guided through education and licensing standards to provide a safe treatment environment for their clients. This includes the absence of sexual innuendo, comments or other behavior or atmosphere of a sexual nature. If your therapist behaves inappropriately, please report this to the receptionist or the office manager.

Likewise, we expect the same from our clients. Inappropriate behavior will be brought to your attention and you will be asked to stop such behavior. Continuing the behavior will result in the termination of your session, you will be charged the full fee and asked to leave the premises.

### ***Payment***

Payment in full is expected at the conclusion of your treatment. If you are receiving treatment under automobile or worker's compensation insurance, please speak with us regarding terms of payment prior to reporting for your first treatment.