

920 W Cty Hwy 16, Ste A

West Salem, WI 54669

(608) 612-0777

www.couleehealth.com



BUSINESS POLICIES/INFORMED CONSENT

Limitations of Massage Therapy

Massage therapists do not diagnose medical diseases or musculoskeletal conditions. Massage therapy is not a substitute for medical examination and/or treatment. Massage therapists do not prescribe herbs or drugs, including aspirin or ibuprofen, or medical treatments. They do not perform spinal adjustments, and they cannot counsel clients about emotional or spiritual issues as would be provided by a mental health professional or spiritual leader. If you experience symptoms that lead you to believe you may have a medical condition, it is recommended that you visit a physician for diagnosis and treatment.

Expectations and Rights

The client is expected to demonstrate good hygiene and not use illegal drugs or alcohol before the session. The use of drugs and alcohol make it unsafe for a client to receive massage. Clients and therapists are expected to refrain from any behavior of a sexual nature, including sexual jokes, nicknames, or immodest conduct. Sexual behavior from the therapist toward a client is grounds for therapist termination and may lead to a formal complaint filed with the state board of massage which may lead to the loss of the therapist's license. Sexual behavior from the client toward the therapist is inappropriate and will lead to the termination of the session and refusal of further service.

The client has the right to a prompt, professional service in an environment that is clean, private, and safe. Client information is not shared with any members of the public or other health-care providers unless the client releases the information in writing. A court of law may order the client's health-care records released to the court as part of a legal proceeding. Therapists are obligated to report information about the abuse of a child, elderly person, or mentally/physically challenged person in the event that such information is related during the session. Therapists are obligated to report threats of self-harm, or threats that the client plans to harm another person, to authorities. The client has the right to end the session at any time should they feel dissatisfied or uncomfortable with the session in any way. Clients who are dissatisfied with a therapist are encouraged to contact the clinic general manager. Formal complaints can be filed with the state on their website: <https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx>

Your Massage Session and Adverse Massage Reactions

After you complete the health intake form, the therapist will take you to a private treatment room, review the form with you. We discuss your goals for the session. The therapist will customize the massage to meet your specific needs within the limits of his or her training and scope of practice. The therapist will then leave the room while you undress and position yourself

under the drape on the massage table. Only the area being massaged at the time is undraped as the session proceeds. The breasts, genitals, and anus are never undraped during a session, and every effort is made to respect and protect both the client's and therapist's modesty. You may leave on your underclothing if you prefer. The therapist will ask you a few questions, —for instance, about the comfort of the stroke pressure, room temperature, or choice of session music—and you should let the therapist know immediately if you are not comfortable. Any other conversation during the session is generally discouraged. Silence allows you to relax fully and enjoy the session.

Massage may lead to adverse reactions in certain situations or when used with certain conditions or medications. The massage therapist will evaluate your health-history intake and ask you questions to make sure it is safe for you to receive massage therapy. In the event the massage therapist is uncertain that massage will be of benefit to you, he or she may ask you to provide a note from your physician stating that it is safe for you to receive a massage. Please provide complete details of medical conditions and medications to your massage therapist during the health-intake interview. Failure to inform the massage therapist of all medical conditions and medications may place you at increased risk for adverse reactions.

Business Policies and Practices- 24 HOUR CANCELLATION POLICY!

You may book a 60 or 90 minute massage session. Coulee Health accepts cash, personal checks, and all major credit cards. We require that all guests have a valid/current Credit Card on file for late cancellations. We do not bill insurance companies for services. For new guests needing to complete health form/consent at the center, plan to arrive at least 15 minutes before your start time. Guests who are already in the system should plan on arriving at least 5 minutes before all recurring appointments to ensure a full 60 or 90 minutes of hands-on time. The first session may require a slightly longer intake process, so new clients please share as much info as possible on your health form as well as any special requests, likes/dislikes, etc. to expedite your first service. Clients arriving late will still be charged for the full session time booked and the session will end promptly at the scheduled time. Clients must cancel sessions with at least 24 hours' notice before their appointment without having a cancellation fee. If a client cancels within 24 hours of their appointment, the guest must pay the cancellation fee of 50% of the full-service price. In addition, clients who cancel within 3 hours or who no-call/no-show, will be charged the full cost of the session. Returned checks will be charged a \$20 processing fee. Same day appointments are accepted if therapists are available. Children and teens are welcome, but an adult guardian must be present with those under the age of 15 in the treatment room throughout the session. A tip to the therapist for exceptional service is appreciated but optional.

I, _____, have read and clearly understood the attached BUSINESS POLICIES/INFORMED CONSENT detailed by Coulee Health, and I would like to receive a massage therapy session (or request a session for my child or dependent). I understand that a copy of these policies is available to me at any time by request, and it is also located on the Coulee Health website. I understand the benefits and limitations of massage therapy as it may cause adverse reactions in certain situations. If I experience any discomfort during the session, I will immediately inform my therapist, so he or she can modify the massage technique. I understand massage therapists do not diagnose diseases or conditions, prescribe medications or treatments, or perform spinal adjustments. I recognize massage is not a substitute for medical treatment, and should I need medical treatment, I will seek out the appropriate health-care professional (physician, psychotherapist, chiropractor, etc.). I understand that it is my responsibility to keep the massage therapist informed of changes in my (or my child's/dependent's) health status, diagnosed medical conditions, and medication. I understand that

failure to inform the therapist of these changes may place me (or my child/dependent) at greater risk of adverse reactions from the massage. I release the massage therapist of any liability if I fail to disclose the appropriate health-related information. I understand that in order to book appointments at Coulee Health they must be scheduled online and prepaid at time of scheduling. I understand Coulee Health charges a 50% fee for cancelling within 24 hours and will charge full price for sessions cancelled within 3 hours or I no-call/no-show. I understand that the intention of my massage is focused on therapeutic massage only. Any sexual advances, innuendo or inappropriate touch is expressly forbidden.

Client's Signature: _____ Date: _____

Therapist's Signature: _____ Date: _____

I authorize the therapists of Coulee Health to provide massage to my child or dependent:

Name of Child or Dependent: _____

Parent/Guardian Signature: _____ Date: _____