

Client & Clinic Policy Statement

OVERVIEW OF MASSAGE

Massage is a form of bodywork that dates back more than 2,000 years. It involves the manipulation of soft tissue through touch to promote a client's well-being and health. The benefits of massage therapy include, but are not limited to: relaxation and stress reduction; improved circulation and muscle tone; increased lymphatic flow which can reduce edema; increased joint flexibility and range of motion; strengthening the immune system; improving digestion, flexibility, breathing and posture.

CONTRAINDICATIONS OF MASSAGE

Certain conditions can become worse by receiving massage therapy and can be harmful to the client. Before receiving bodywork, clients need to fill out a comprehensive Intake Form and include all medical conditions, past and present. It is up to the massage therapist's discretion if bodywork would be contraindicated due to the condition and any associated medications. In addition, the massage therapist will need to know if you are under a doctor's care or may be pregnant.

SCOPE OF PRACTICE

I am a 1997 graduate of the Swedish Institute College of Health Sciences in New York City. I am licensed in New York State (#010231), and in Texas (#123521), and am a current member of the Associated Bodywork and Massage Professionals (ABMP), where I maintain my business and liability insurance. I also offer several forms of sound healing, and am the creator of OANAMassage®.

WHAT TO EXPECT - BEFORE THE APPOINTMENT

Prior to your first appointment, please review the Client & Clinic Policy Statement prior to your session. Additionally, please arrive 10-15 minutes early for your first appointment to complete an additional Consent Form and Intake for your health history. It is requested that all clients shower prior to receiving massage. In addition, it is suggested that clients do not wear open-toed shoes in order to prevent the spread of bacteria from your feet to the rest of your body.

WHAT TO EXPECT - AT THE APPOINTMENT

You will be accompanied into the massage therapy treatment room where we will go over your health history and goals for the massage session. I will then leave the room to allow you to undress to your comfort level and get onto the table. You should feel free to remove as much or as little of your clothing as you wish. You will be fully draped, meaning that only the part of your body where we are working at that time will be exposed. Breasts and genitalia always remain completely covered. Once you are undressed, on the table, and under the sheets and blanket, I will knock to make sure you are ready, come back into the room, and begin the session. Soothing music is played during the session. I'll check in with you regarding pressure, temperature, and general comfort. Only you can feel what is going on inside your own body and should you feel pain or discomfort, please inform me immediately. When your session is over, I will again leave the room to allow you to get dressed. All sessions are confidential, and your records are maintained in a secure online database. Paper intake forms are stored in a locked file case.

MINORS

Minors may be treated after a parent or guardian has signed a Minor Consent Statement.

INTOXICATION

If a client comes to an appointment intoxicated, the client will not receive massage therapy and the appointment will be rescheduled.

SEXUAL IMPROPRIETY

Sexual innuendos, language, behavior and touching will not be tolerated. The session will end immediately and the client will be charged the full price if such an occurrence takes place. Client has the right to refuse service if he/she feels sexual impropriety on the part of the massage therapist.

PRIVACY OF PERSONAL INFORMATION

The privacy of your personal information is important. The collection, use and disclosure of personal information will remain confidential, to the extent necessary for the services provided. The primary purpose for collecting personal information is to provide treatment, and to process credit card payments. And maybe sending a birthday card or holiday greeting.

PROTECTING PERSONAL INFORMATION

- Client records are maintained in a secure online database.
- Electronic hardware is either under supervision or secure in a restricted area at all times.
- Paper information is transmitted through sealed, addressed envelopes, or kept in a secure, combination-locked file cabinet.
- Electronic information is transmitted through secure networks.

You have the right to see what personal information we hold about you and to request copies. I will try to help you understand any information you do not understand, e.g., medical terminology, etc.

CANCELLATION POLICY

If you should need to cancel your appointment, a 24-hour's notice is required. The following policies apply to all appointments:

24-hour advance notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. If you are unable to give 24 hours advance notice, you will be charged a 50% cancellation fee. This amount must be paid prior to your next scheduled appointment.

No-Shows - Anyone who either forgets or chooses to forego their appointment will be considered a "no-show" and will be charged the full amount of the "missed" appointment.

Late Arrivals - If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, I will determine if there is enough time remaining to start a treatment. If your session is shortened due to arriving late, you will still be responsible for full payment of the originally scheduled session.

PAYMENTS

Payment will be made online at the time the appointment is made or rendered at the time of service. Acceptable forms of payment include cash and all major credit cards. At this time, I do not accept insurance from medical providers. A receipt for services rendered is available upon request should you wish to submit it to your insurance company for reimbursement.

COMPLAINTS

Complaints can be filed by mail to: Texas Department of Licensing & Regulation, Attn: Enforcement Division, P.O. Box 12157, Austin, TX 78711, or email to intake@tdlr.texas.gov, or file online at www.tdlr.texas.gov/complaints. Toll-free (in TX): (800) 803-9202.

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