



integrative therapeutic treatment for lasting pain relief

POLICIES AND PROCEDURE HANDBOOK

7500 212th st SW #101

Edmonds, WA 98026

425-776-6966

425-776-6966 (F)

It is our intention to provide our patients with highly skilled and professional therapeutic massage. The following policies and procedures serve as a guide for massage patients at NW Orthopaedic Massage (NWOM).

At NW Orthopaedic Massage, we understand that unanticipated events and illness occurs in everyone's life, requiring you to cancel your appointment.

In our commitment to provide a unique and outstanding massage experience to all of our clients and out of consideration for our therapists' time, we have adopted the following policies:

ARRIVAL TO YOUR MESSAGE

First time patients are asked to arrive 10-15 minutes early if you have not previously filled out the appropriate paperwork provided online. If you have already filled out the paperwork we ask that you arrive 5 minutes early. Established patients we ask you arrive roughly 5 minutes prior to your scheduled time. All massages have a specific time schedule and we are an extremely busy clinic.

If late arrival is inevitable, your service(s) will be shortened to the remainder of the time for your particular time slot, in order to keep on schedule. No full or partial refunds will be given. With inclement weather, the clinic will be open unless otherwise notified (please see inclement weather policy below).

INITIAL SESSION:

At NWOM it is our policy that ALL of our patients go through an initial evaluation. This evaluation will consist of a medical and health history which are important to help determine the course of treatment that will best meet your needs. During this time, we will go over the any and all pertinent information that was disclosed in the previous paperwork. This is to rule out any contraindications for massage.

You will also undergo a postural assessment, range of motion testing, possible manual muscle testing, along with any special tests that may be important in your treatment. These assessments are mandatory and sometimes may take up the majority of your initial assessment. However, they are also pertinent in determining an appropriate, evidence-based treatment protocol individualized to you and your care. These assessments also give us the ability to prove that your visits are medically necessary which

significantly reduces the risk of insurance denials (particularly when dealing with Evicore, L&I or motor vehicle accidents).

This initial evaluation will only be performed once and any subsequent session will generally only require quick follow up questions which you will provide us with any new information pertaining to your condition. We generally will do a re-evaluation at 6 weeks or your 6th visit. This provides us with pertinent information in your progression and/or lack of thereof.

DRAPING:

At NWOM most massages will require some direct skin contact in order to accurately view involved body parts/areas and apply oils and or lotions. There may be some instances where we require you to wear shorts, bra/tank top for either further evaluation, or for more functional treatment techniques. Unless otherwise stated, you will be asked to undress to your comfort level.

Many sessions will require you the patient to be clothed without a drape. In this case, we ask you to wear appropriate attire. We suggest athletic shorts for men and sports bra/tank top and shorts or comfortable pants for women.

During traditional massage sessions, clients are covered and draped with sheets and/or towels, only uncovering the body part to be worked on. If for some reason, you feel unsafe with this draping style, it will be adjusted to your comfort level. The goal here is to allow you to feel safe. The genitals are never exposed or massaged.

MASSAGE OILS and LOTIONS:

Some massages require the application of oil/lotion to the skin. All oils, lotions, and ointments used are 100% natural, vegan product. In some cases, we may add essential oils to the basic carrier oil to enhance the therapeutic effects of the massage; if done, the client will be informed of the type of essential oil to be used, their benefits, and any potential risks of an allergic reaction. If the patient does not agree the essential oil WILL NOT be used during the session.

It is up to the patient to inform the therapist during the first session or any subsequent session of any allergies they may have to oils.

PERSONAL HYGEINE:

We understand that the actions of our daily lives naturally produce a layer of bacteria on our skin. Some of these bacteria if forced into pores, can cause illness and discomfort. We ask that for your health and safety along with ours that you maintain appropriate hygiene and if this means bathing prior to your session, that you do so.

In the event that there is a question regarding your hygiene, we reserve the right to refuse service.

DISCHARGE:

In the event that our therapist feels you are not progressing or your condition is not treatable through massage, we reserve the right to discontinue treatment immediately and refer you out to the appropriate professional.

CANCELLATION/MODIFICATION POLICY

Please provide at least a 24-hour notice if you need to reschedule or cancel your appointment. This gives us enough time to fill the slot.

You will receive an automated courtesy reminder text or email 24-hours prior to your appointment. You are more than welcome to make changes at that time, so please pay attention to your texts or emails coming from us and/or SoapVault.

LATE ARRIVAL POLICY:

We regret that late arrivals will not receive extension of schedule appointments. In special cases when our schedule will allow for it we may be able to accommodate a partial or full appointment. This is based on the therapist's discretion and only with proper, advanced notification of your late arrival. The original fee will be charged.

NO SHOW POLICY:

Clients who do not show or cancel with less than 24-hours notice will be responsible for \$50 no-show fee. It is our clinics practice to value your time and each therapists time, therefore our therapists still get paid for a no show as it is not the clinics responsibility to cover a service that was supposed to be rendered without prior notice. You are responsible to pay the \$50 prior to your next appointment to cover those expenses.

INCLEMENT WEATHER POLICY:

If an event is canceled by the client for inclement weather, no fee will be charged to the client as long as the event is rescheduled for a future date.

NW Orthopaedic Massage reserves the right to cancel an event in the case of inclement weather if it jeopardizes the safety of our therapists. We also will provide you, the patient with ample notice if the office does indeed close.

TREATING MINORS:

The therapists at NWOM are trained and prepared to work with children. If the child is younger than 18 years old we will ask a parent or guardian to sit in on the treatment. You also will be responsible for signing a waiver for treatment.

INFORMED CONSENT:

We require all of our patients to sign an informed consent prior to treatment. This states that you have provided us with all of your known physical conditions, medications, and medical conditions. It also provides liability protection for NWOM and/or the therapists in failure to relay pertinent information. In the informed consent, it allows us to release or obtain any pertinent records to or from other caregivers or third party payers.

PRIVACY POLICY:

Your massage records (medical records) are kept in the strictest confidence by this clinic. All client records are kept securely according to HIPPA law. They are only accessed by those who need to see a file for a legitimate business or professional purpose. In the event that your records need to be released to a third party, including health care providers and insurance companies, your informed consent (see above) gives us your permission to do so.

In the event that you are requesting your own records. They can either be printed or mailed to you directly. Due to HIPPA we cannot send medical records electronically.

PAYMENT POLICIES:

TIME OF SERVICE:

All Cash payments for services are due at the time of service. We offer a variety of payment forms: (cash, CC, HSA, check).

Our current at time of service fees (APRIL 2019)

- 1-hour: \$105
- 1.5hr: \$135
- 2-hour: \$180

Packages:

- 3 pack:
- 5 pack:
- 10 pack: \$945

Fee for returned checks will be a \$100 additional fee applied to your outstanding invoice.

INSURANCE:

As a courtesy to Our clients we will submit claims directly to your insurance company. This however DOES NOT GUARENTEE COVERAGE or PAYMENT. Most medical insurances cover massage therapy. We accept most insurances as either in or out of network providers. We will collect your copays (if known) at the time of service, otherwise you will be billed. ***All of the billing is done through an outsourced company.*** If there are any billing questions you can contact Maureen directly at 425-776-6966 or info@nworthomassage.com and she will be able to answer or better direct your questions.

INSURANCE VERIFICATION

Since we are a busy clinic without a full time front desk staff, ***we do NOT provide insurance verifications.*** Therefore, we suggest you do so prior to your first appointment so there are no unexpected charges/bills. It can take up to 30 days for insurance companies to make a payment and therefore it may be 30 days until we know what your benefits are. This policy is to protect NWOM from lack of payment. If we are not in network with your insurance company and we do bill them directly you will be responsible for covering ONLY what their allowed amount is. This ranges from \$59-\$135 based on the insurance company. This is again why we STRONGLY suggest that you verify your benefits prior to arrival.

REQUIREMENTS FOR INSURANCE BILLING:

Massage therapists are NOT medical doctors and cannot diagnose illnesses or medical conditions therefore, it is our policy for any and ALL insurance billing, ***We require that ALL insurance patients have a current prescription on file.*** This is to protect you in the event that the insurance company refuses to pay for service. In the event that this occurs you will be responsible for the full amount billed. If you have any questions or concerns, or if you need to know how to attain a script, please contact our office at 425-776-6966 or email frontdesk@nworthomassage.com

Key Information:

- You are responsible for verifying your insurance and massage coverage. They have specifics to your coverage, plan, deductibles, and co-pays.
- Payment is YOUR responsibility if insurance is maxed out or denied. You will be charged the insurance rate and not the time of service rate.
- Missed appointments or late cancellations will be charged \$50 and must be paid prior to next scheduled appointment

SCOPE OF PRACTICE

NW Orthopaedic Massage therapists are licensed professionals and held to the highest standards of the American Massage Therapy Association, Associated Bodywork and Massage Professionals, and the National Certification Board for Therapeutic Massage and Bodywork. All of our therapists have advanced training and believe firmly in continuing any and all education that will continue to allow us to provide top level professional treatment. We treat with evidence-based techniques and are committed to ensuring that our patients are informed and educated on their particular condition as well as treatment plan.

Massage Therapy is a profession in which the practitioner applies manual techniques, and may apply adjunctive therapies, with the intention of positively affecting the health and well-being of the client. We are NOT Doctors and massage therapy is not a substitute for medical treatment or medication. The massage therapist does NOT diagnose illness or disease, does NOT

prescribe medications, and spinal manipulations are NOT part of massage therapy.

RESPECT FOR CLIENT NEEDS AND BOUNDARIES:

NW Orthopaedic Massage is a unique clinic in that it is strictly an orthopedic massage clinic, meaning solely therapeutic and medical based. We do not offer Swedish/relaxation massage. At times, we may require controlled deeper work that may initiate some discomfort and/or pain. We work with you and will communicate with you. If the treatment is too painful please speak up and inform the therapist. There are some techniques we perform that may cause discoloration, blanching, and even what appears to be bruising. You will however be informed of these techniques prior to them being performed and we will educate you on their benefits as well as some potential “side effects”.

As the patient, you may choose to refuse any massage methods, stop massage at any time, and are free to leave.

PROFESSIONAL BOUNDARIES:

Your practitioner reserves the right to refrain from performing massage on patients that appear under the influence of alcohol or drugs. We ask that you please refrain from smoking immediately prior to your massage. We have several individuals passing through our clinic at any given time and some of them may be more sensitive to cigarette smoke than others.

There is zero tolerance for sexual harassment at NWOM. Request for sexual activity will not be tolerated, it will be viewed as solicitation, and reported to the proper authorities. The patient will be immediately and permanently discharged. The profession of massage therapy ascribes to a code of ethical behavior and at NWOM we adhere to these standards and it will not be tolerated. Any type of sexual conduct, conversation, questions, comments, or sexual activity is sexual harassment and will not be tolerated.

The breast (nipple) and genital areas will not be massaged under any circumstances. A professional distance will be maintained from these areas. During your initial paperwork, you signed a waiver allowing for certain areas to be undraped. If you need a reminder or would like a copy for your records please contact us and we will gladly print a copy for your records.

Sexual discussion of any kind between the client and the massage therapist is NEVER appropriate. **Sexual conduct between patient and therapist is NEVER allowed and will result in IMMEDIATE discharge of the patient as well as the immediate firing of the therapist involved.**

CONFIDENTIALITY AND CONVERSATION:

The discussion between the massage therapist and the patient is confidential. The client may or may not choose to engage in chit chat during the massage. As we say, “what happens in the massage room stays in the massage room.” Meaning that what you discuss in the massage room is completely confidential and we will not discuss it further unless bound by law.

We are happy to listen to your conversation and share our professional expertise. We prefer to not discuss topics of a political, private or sexual nature.

We reserve the right to refuse potential patients for any reason. We reserve the right to change, add to, or modify any of or all of the above policies with or without notice to the patient.

If you have any questions on the above information, please direct them to the owner, Maureen at NW Orthopaedic Massage, 425-776-6966.