



Client Consent and Policies

Informed Consent

- I understand that the massage given to me by Heartline Massage Therapy is for the purpose of stress reduction, pain reduction, relief from muscle tension, increasing circulation, improve mobility/range of motion, rehabilitation from injury or other reason discussed during your intake. Although the therapist will discuss possible outcomes of the therapy, no promises or guarantees will be made, or can be made to me about the success, outcomes, or side effects of the therapy.
- I understand that the massage therapist does not diagnose illness or disease and does not prescribe medical treatment or pharmaceuticals, nor are spinal manipulations part of massage therapy.
- I understand that massage therapy is not a substitute for medical care and that it is recommended that I work with my primary caregiver for any condition I may have.
- I have stated all my known physical conditions and medications, and I will keep the massage therapist updated on any changes.
- The therapist reserves the right to refuse massage therapy on anyone that she feels has a condition for which massage is contraindicated.
- You will be given a private area for undressing and getting on the massage therapy table. Draping will be followed to ensure that your buttocks, breasts, and genitalia are covered. Even if you choose to leave on some clothing, a sheet will be draped. Only the area being massaged will be undraped. How you choose to receive the massage is completely up to you - undress to your comfort level.
- I understand that if I experience any unusual discomfort and/or pain during my massage session it is my responsibility to inform the massage therapist so that they can adjust the pressure or technique being used. The client has the right to stop the session if uncomfortable.
- Massage sessions are strictly non-sexual. Any suggestive statements or actions will result in immediate termination of the session wherein the client pays the full cost of the session.
- Heartline Massage Therapy will maintain client confidentiality and privacy. Sometimes it is necessary to contact your other health care providers to discuss appropriate treatment plans. I will only do so with your permission.



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- I give consent to Amy C. Zampella of Heartline Massage Therapy for the use and disclosure of my Protected Health Information (PHI) for the specific purposes of providing treatment to me, receiving payment for services rendered to me and for general administrative operations of the practice.

Policies

- 24-hours notice is required to cancel any appointment. The on-line booking system will not allow cancellations with less than 24 hours notice. In the event of an emergency, please call the office.
- Cancellations made with less than 24 hours notice will result in the full fee if the appointment cannot be filled. We understand that emergencies happen. The fee will be waived on a case-by-case basis.
- A no-show will result in the full appointment fee.
- If tardy, time may be taken from your hour.
- Payment is due at the time services are rendered.
- Times when massage isn't beneficial: If a client presents with signs and/or symptoms of illness that contraindicate massage (fever, undiagnosed rash, contagious infection), the session will be re-scheduled. This is to protect the health of both the client and the therapist. If you are feeling ill or are unsure if massage is appropriate, contact your therapist.

You may contact me for appointment reminders, schedule changes, or other needs by the following methods.: Business Telephone: 505-255-2203

E-mail: amy@heartlinemassage.com

On-line Booking: www.heartlinemassage.com

Marketing: Occasionally we send out announcements, newsletters, and educational information. If you do not wish to receive these, please check here: _____

Signature

Date

Print Name