



Susan Frikken, DPT, LMT

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www.yaharatherapy.com

Statement of Policy

Credentials:

As a Certified Massage Therapist (State of Wisconsin license #3580-146), I follow the Code of Ethics and Standards of Practice set forth by the National Certification Board of Massage Therapy and Bodywork (NCBTMB) and the State of Wisconsin Department of Regulation and Licensing, which provides licensure to massage therapists and bodyworkers.

Session Expectations, Rights and Responsibilities:

ALL information you provide, both written and verbal, will remain **completely confidential** unless you have signed a release of information. I will treat you fairly and ethically and will establish an atmosphere of trust and decency during each session. I ask the same in return from you.

My goal is to assist you to:

- Find physical and energetic balance
- Relieve/reduce pain
- Reduce stress
- Enhance flexibility, immune function and circulation
- Gain self-awareness and optimize your function

As a massage therapist and bodyworker, I neither diagnose nor “treat” clients, but with your input I will assess your current health via written intake and ongoing dialogue. I will also use information I gather from our massage session to assess your current health status and to provide the best session possible. As a massage therapist, I do not provide mainstream medical or mental health services.

With your written permission, I will gladly work with your other providers, including primary care providers, personal trainers, physical therapists, and any others you consult for your health care.

I reserve the right to refuse or discontinue service at any time, for any reason, in an effort to ensure the safety of my clients and myself. I will work with you to refer you to the best provider if I am not able to help you. You are also encouraged to change or terminate a session or service at any time, for any reason, especially if you are uncomfortable or we have been unable to meet your goals.

It is my policy that no client will be seen who is under the influence of alcohol and/or recreational drugs, and certain prescription drugs - some substances can adversely affect your bodywork session. All massage therapy and bodywork services are strictly non-sexual.

If you have experienced an unethical massage therapy/bodywork session or situation, complaints may be submitted to the State of Wisconsin Department of Licensing and Regulation. Submit to the Division of Enforcement by filling out a complaint form. This information is listed below.

State of Wisconsin
Department of Regulation and Licensing
Division of Enforcement
PO Box 8935
Madison, WI 53708-8935
(608) 266-7482
Email: web@drl.state.wi.us
Website: <http://drl.wi.gov/dept/complaintfm.htm>

Rescheduling and Cancellation



Appointments:

When possible, I am happy to reschedule appointments when given sufficient notice. Please give **at least 24 hours' notice BY TELEPHONE** when you need to cancel or reschedule an appointment. This allows me to schedule another client during that time. Scheduling in advance is recommended, when you are able.

If you are sick: Please cancel your massage appointment if you believe you are sick. If you are unsure if it is safe for you to receive massage, please check with your health care provider. You may also call me as soon as you have symptoms.

No-shows: Full fee will be charged for a no-show or for appointments that are canceled with less than 24 hours' notice.

Late and Early Arrivals:

Please arrive a few minutes early for your appointment. This allows me to check in with you and to stay on schedule and prepare for other appointments. This also allows you to enjoy your full session time and to review your session and process any paperwork. If you are running late, kindly take a moment to call if you can safely do so. If you are more than 15 minutes late for an appointment without notice, I may offer your time slot to another client. It is important for me to respect the appointment times of all clients, including yours.

If this is your first massage:

Please ask questions! My hope is to create a safe environment for you to guide the session. I can change most things about the environment (temperature, music, scent, etc.) and your physical comfort (draping, propping, blankets, etc.). If you are uncomfortable with anything, even if you do not know why, please let me know. If you need to get off the table for a drink or to use the restroom, I will accommodate you! It is difficult to enjoy your session if you are uncomfortable.

Rates/payment - Effective 01 January 2015

Initial Evaluation - \$100/hour (or fraction thereof)

Treatment - \$80/hour (or fraction thereof)

Therapy at a site other than a Yahara Therapy office is an additional \$80 plus:

- Sites within 10 miles of the office will incur no mileage fee.
- Sites more than 10 miles from the office will incur \$1/mile after the first 10 miles.

Medicare: Co-pays and any other fees not covered by insurance are your responsibility.

Insurance other than Medicare: I do not bill insurance, but may issue a receipt to you that you may submit to your insurance company for reimbursement. An additional \$80 will be added to your invoice to cover administrative expenses.

A \$40 fee will be charged for returned checks. Non-payment of any balance charged will result in the immediate cancellation of any subsequent scheduled appointment, unless other provisions are made.

Treatment of minors:

In working with clients aged 17 years or younger, a release must be signed by parent or guardian prior to the session. Further consultation may be requested or required before working with very young children. Also, it may be preferable for parent or guardian to be present during the session.

The philosophy of my practice:

Massage is one of many ways of learning about and connecting with yourself and of living a healthy life.

I believe that you can maximize your health by paying attention, knowing yourself and using resources that support and enhance you in your life choices.

Every day we are a little bit different than before, and there is always something new to learn and to discover. Therefore, in each massage session, it is important for me to meet you where you are and listen to you, again, in that time. Listening to you, providing clear information, and respecting your intentions for your health care are my priorities when working with you.