

# FRIENDLY REMINDER: DRINK LOTS OF WATER AFTER EVERY MASSAGE!

## **Massage Therapy at iChiro Clinics**

**Our Therapists-** Our therapists work as a team. We feel that our patients benefit most from this teamwork approach, as they are able to take advantage of each therapist's individual style and expertise.

**What to Wear-** Undress to your comfort level (always leaving underpants on) and lay face down on the massage table under a sheet and blanket. Patients unable to lie on their stomach may lie on their side. It is easiest for the therapist to palpate muscles and perform stretches without bulky shirts, belts, etc. All of our therapists are extremely professional, and only undrape the area being worked on. Therapists can work around clothing if a patient prefers to stay dressed.

**Tips-** We strive to keep cash prices low for massages and we also bill insurance for massage when applicable for your convenience. That being said, prices are not inflated to include gratuity for therapists. Tips are not required, but are accepted, and are always appreciated. Patients that do wish to tip their therapist may choose to follow a suggested guideline of 20% of the charge of service, or \$5 to \$20. Your therapist will receive your tip if you leave it in the massage room, or with the front desk staff. For your convenience, tips may be given in cash, personal check, or on a credit card.

**Cancellations-** We cater to busy people, and do everything we can to offer flexible scheduling for our patients. Massage appointments require a 24 hour advance notice if you need to cancel your appointment. Our massage therapists work on an appointment basis, and a last minute cancellation creates a hole in their schedule. We often have a massage waiting list, and when a patient cancels at the last minute or no shows, patients on the waiting list miss out on a massage opportunity. Because of this, we do charge the full service price for any massage appointment cancelled without 24 hours notice.

**Discounts-** We offer a Buy 10, Get 12, money saving option for our cash paying customers. This requires payment for 10 massages up front, and gives you 2 additional massages for free. This is offered for both 25 minute and 55 minute massage, and can be used at your convenience.

**Signing In-** When you arrive to our office, please sign in. After our patient coordinators have taken your information, you may have a seat in the lobby and your therapist will be with you shortly.

**Upsets-** We are here to serve you. Please speak with us about any upsetting matter. We see your comments as helping us to help you and others.

**Payment-** Payment is required at time of service. If you are using a voucher or coupon, it must be presented to our staff or you will be responsible for the full price of the massage. In order to submit your massage to your insurance, an initial consultation must be done in order to prove medical necessity.

Patient Signature

Date

Massage **gift certificates** are available at the front desk, and make a wonderful gift.

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