



Vitality Natural Health and Wellness Center, LLC

“Promoting health and wellness through enhancement of the mind, body and spirit.”

MASSAGE POLICIES AND PROCEDURES

Types of Services Offered:

Vitality Natural Health and Wellness Center offers a variety of massage therapies including: Swedish Relaxation Massage, Sports Massage, Pregnancy Massage, Deep Tissue Massage, Myofascial Massage and Chair Massage.

Benefits of Massage Therapy:

The list of benefits of massage therapy is numerous and includes both physical and psychological benefits. Some of the benefits include: increases metabolism; speeds wound healing; relaxes and refreshes the muscles; improves the function of the circulatory and lymphatic systems; reduces pain; relieves fatigue; reduces tension and anxiety; calms the nervous system; and promotes a sense of relaxation and renewed energy.

Risks Associated with Massage Therapy:

In general, massage is considered relatively safe. Pain or other rare negative side effects are generally caused by an extremely vigorous massage technique. If you have any medical conditions or take medications, please be sure to discuss this with your therapist so they can be sure it is safe to perform massage with your particular condition.

Qualifications of the Therapist:

All of our massage therapists have been through an extensive training program in massage therapy and are licensed in the state of Pennsylvania.

Business Policies:

- 1) **Appointments:** All massage appointments must be made prior to having a massage. Appointments may be scheduled by calling 814-720-4825 or by making an appointment in person.
 - a. **Hours of Operation:** Vitality Natural Health and Wellness Center is open by appointment. Evening and weekend appointments are available upon request at the Meadville office.
- 2) **Cancellation Policy:** We consider it an honor and privilege to be of service and hope for a long and mutually satisfying relationship. We spend an inordinate amount of time and energy with each and every one of our new patients because we are committed to providing the highest quality care. Your appointment time is dedicated specifically to you. We do understand that there may be extenuating circumstances; however, we request that any cancellation or rescheduling of your appointment be made at least 24 hours in advance. We value your time and hope that you value ours! Missed appointments or appointments cancelled less than 24 hours in advance affect us all and prevent us from being able to serve others in need. Because of this, we have created a cancellation and missed appointment policy.
 - a. All scheduled appointments require a credit card to hold the appointment time that is scheduled specifically for you. If you are not able to keep your scheduled appointment, please notify us within 24 hours of the appointment. Cancellations with less than 24 hour notice or missed appointments are subject to a \$50.00 cancellation fee for naturopathic visits and \$25.00 for all other appointment types (including massage appointments). If you are new to our practice and cancel or are a no-show within 24 hours of your first visit and wish to reschedule, full payment for the office visit will need to be made at the time of rescheduling. We appreciate your consideration of our time and will express the same consideration for yours.

- 3) Length of Session: Massage appointments are scheduled for 30 minutes, 60 minutes, 90 minutes and 15 minute chair massages.
- 4) Confidentiality: All patient files are kept confidential and only viewed by the therapist except when subpoenaed by a court of law. Before patient information is shared for medical or insurance purposes, the patient will be asked to sign a release of medical information form.

Fees:

- 1 hour Swedish Relaxation Massage - \$55.00
- 1 hour Pregnancy Massage - \$55.00
- 1 hour Deep Tissue Massage - \$60.00
- 90 minute Swedish Relaxation Massage - \$85.00
- 90 minute Deep Tissue Massage - \$90.00
- 30 minute Swedish Relaxation Massage - \$30.00
- 30 minute Deep Tissue Massage - \$35.00
- 15 minute chair massage - \$10.00

Vitality Natural Health and Wellness Center is a cash-based facility, therefore we do not accept or bill insurance for massage therapy. Payment is expected at the time of service. The following forms of payment are accepted: cash, check and credit card (Visa or Mastercard). Gratuity is not included in the massage fee and is not required, however it is appreciated.

Session Procedures:

We ask that all patients turn off their cell phones or put them in silent mode to ensure a relaxing environment. A typical massage session lasts approximately 60 minutes in length allowing time for a brief consultation and review of medical history and for the patient to undress before the massage and dress following the massage. Patients may undress to their comfort level during the massage. The practitioner will leave the room while you undress and prepare for your massage. A sheet is used as a drape during the session and is moved only to expose the part of the body being worked on at any given time. Blankets may be used when the temperature is cool or the client is feeling chilled. The massage session will include a full body massage with the use of massage creams, lotions or oils to reduce friction between the practitioner's hands and your skin. If you are sensitive to the use of oils or lubricants, please advise your therapist prior to the massage. The room is kept warm and free of distractions. Soft, calming music is played during massage appointments (if preferred). The therapist will frequently ask whether she is applying too much or too little pressure. Talking is limited during a massage session allowing for maximum relaxation on the part of the patient. Following the session, patients will be given instructions for the hours after a massage. If you have any questions or concerns prior to, during, or after your massage session, please address them with your practitioner.