



# Valley Massotherapy Policies

(updated 8-25-10)

## Hours

Hours are by appointment.

## Services

Relaxation Massage, Polarity Therapy, Craniosacral Therapy, Shiatsu, Bowen Therapy, Touch For Health Kinesiology, Reflexology and Auricular Therapy are the primary modalities.

## Fees

### Relaxation (Swedish) Massage

- Also includes Pregnancy Massage and Deep Tissue Massage

\$40 for thirty minutes

\$50 for forty-five minutes

\$60 for sixty minutes

\$25 for additional half-hour

### Specialized Therapy

- Treatment of a specific problem / anything other than relaxation massage

- Workers' Compensation is accepted

\$20 for fifteen minutes

\$40 for thirty minutes

\$80 for sixty minutes

\$20 for each additional 15 minutes

### Home Visits

\$120 for a one-hour home visit with 30 minutes or less travel involved.

\$60 for each additional one-hour massage scheduled for home visit.

## Discounts

Discounts are available for senior citizens (age 65+). Current discount is 10%

Discounts are for office visits only. Prices/Discounts are reviewed each year.

***Please bring a note from your medical doctor, dentist or chiropractor recommending massage therapy. Without a note, sales tax applies and an additional 6.5% must be added to the price of any session.***

## Payment Options

Cash, Checks, Visa, MasterCard and Discover are accepted

Payment is due at the end of the session. Gratuities are not accepted.

- Gift certificates may be purchased in person or by phone.

## Returned Checks

A twenty dollar (\$20.00) fee will be charged for a check which is returned by the bank.

## **Missed Appointments**

24 hours notice is required for cancellation. If a time slot is saved for you, other clients were probably turned away in order to hold a space for you. If you miss your appointment, or cancel on that same day, \$40 will be charged for the missed session. If the time slot is filled at the last minute, you will not be charged.

## **Late for Appointment**

Since only a certain amount of time is reserved for you, your late arrival means that your appointment will be shorter. The cost will remain the same.

## **Inappropriate Behavior**

Rude or sexually suggestive behavior will not be tolerated. Inappropriate behavior will result in the session being terminated. If this occurs, you will be expected to pay for the session.

## **Privacy**

### Records

Your medical history form and records are kept in a file cabinet that is only accessed by Randall Gibson. Only your own file is removed or visible during your session.

### Computer Records

Medical records are not stored on a computer.  
Contact information is password protected.

The computer is also protected by both a firewall and a current anti-virus software program. I do not engage in electronic billing.

### Sharing information

Your personal information is shared with insurance and health maintenance organizations or with other medical professionals only when necessary and only with your written authorization.

## **Grievance Procedures**

If you have a complaint about Randall Gibson or an associated therapist at Valley Massotherapy, please contact Randall Gibson directly (330-701-8780) or email: [Randall@polarityhealthcare.com](mailto:Randall@polarityhealthcare.com).

If you are unable to resolve the issue, you may contact:

1. the American Massage Therapy Association (847-864-0123) [www.amtamassage.org](http://www.amtamassage.org)
2. the Ohio State Medical Board (614-466-3934) [www.state.oh/med](http://www.state.oh/med)

## **Questions**

If you have any questions about these policies, contact Randall Gibson, M.Ed., LMT, RPP, CST

**330-701-8780**

[www.polarityhealthcare.com](http://www.polarityhealthcare.com)