

## Information & Policies:

### **INTAKE**

All clients are required to complete an intake form which includes client information, health history, liability release, and agreement to policies. Clients are to notify me of any updates or changes to their health history, and client information, including address changes, new health concerns, and emergency contact person, and may be asked to update information on a yearly basis.

### **MOTOR VEHICLE CLAIMS**

Motor vehicle claims are welcomed. Clients must provide a prescription from a medical doctor, naturopath, acupuncturist, chiropractor, physical therapist or osteopath, as well as a claim number and contact information for the adjuster to begin treatments. MVA Treatments will focus on the injury/injuries sustained during the accident. Insurance will be billed for this treatment. Please schedule 1 hour sessions.

### **HEALTH INSURANCE**

I can accept some health insurance plans through Providence, Regence, and Pacific Source. If you wish to use your health insurance you must fill out the form on the insurance page and wait for confirmation. If you wish to pay with insurance but you schedule before your benefit check is completed, your session will be cancelled.

### **PAYMENT AND GRATUITY**

All sessions must be paid in full at the time of service whether you are paying out of pocket or co-paying with health insurance. Cash, check, and card payments are accepted. Sliding scale options are available upon request for those who truly need it. I also offer senior citizen (60 and older) and student discounts upon request. Gratuities are appreciated and accepted when offered but are never expected.

### **CLOTHING**

Traditional Thai massage and Bodywork is performed with the client fully clothed. Please choose clothing that is flexible. Please avoid nylon and other slippery fabrics. If you arrive in clothing that doesn't facilitate Thai massage I will ask you to change into clothing that I will provide. There are a few procedures that do require removal of some clothing. In these cases appropriate draping will be used.

During a typical session it is very likely that herbal balms, liniments or compresses will be applied over or under clothing potentially staining fabric. Please wear clothing that is appropriate for herbal applications, comfort and movement during your session. If you have questions or concerns please notify me in advance.

### **SERVICE**

I always treat my clients with respect and consideration. My goal is to provide excellent customer service. However I reserve the right to refuse service to anyone at anytime for any reason.

Jessica Battin LMT and Thai Massage PDX does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.

**CANCELLATION / RESCHEDULING / MISSED APPOINTMENTS**

When you book an appointment that time is reserved just for you. A 24-hour notice is required to cancel or to reschedule without incurring a fee. For first time appointments cancelled or rescheduled with less than 24-hour notice a 25% fee will be charged. For subsequent cancelled or rescheduled sessions with less than 24-hour notice, as well as missed sessions, the full session price will be charged. This will be billed by email. Payment is due before your next appointment.

To cancel your appointment, please contact me by text or email, or use the cancellation option in your confirmation email. Cancellation must be confirmed to in order to avoid paying the fee. Exceptions can be made in certain circumstances, at the discretion of the business owner when requested in writing.

**ARRIVING**

Thai Massage PDX is located in my private residence. If you are coming for your first session, please feel free to come 10-15 mins early to fill out your intake form and talk about your health history. If it is not your first session please arrive no more than 5 mins early as I do not provide a waiting area. Thai Massage PDX is located at 2310 NE 8th Ave. #2 Portland, OR 97212. There is ample free parking on the street.

**ARRIVING LATE**

I can not extend sessions beyond the scheduled time frame to accommodate late arrivals. Should you arrive late, I will provide the fullest service possible within the allotted time.

**SICKNESS**

Massage/bodywork is not appropriate care for infectious or contagious illness. Please cancel your appointment as soon as you are aware of an infectious or contagious condition. If cancellation for sickness occurs before the 24-hour notice period no charges will follow. If cancellation for sickness occurs during the 24-hour period before your scheduled session, but is due to sudden onset of symptoms or other emergency situations, fee exemptions can be made upon communication with the business owner.

I have read and understand these policies. I am aware that these policies are listed online at [Thaimassagepdx.com](http://Thaimassagepdx.com) for my reference.

**Client Name (please print)** \_\_\_\_\_ **Date** \_\_\_\_\_

**Client Signature** \_\_\_\_\_