

REGISTERED MASSAGE THERAPY

Thank you for choosing **Eramosa Physiotherapy Associates (EPA)** for your Massage Therapy appointment. Our Massage Therapists are dedicated to offering you a high standard of service, and your feedback is important to the success of your treatment. Your first appointment involves an assessment by a registered massage therapist. You will be asked to privately disrobe and cover with the sheets and blanket provided prior to your massage therapy appointment beginning.

At EPA education is a crucial part of our treatment philosophy. We encourage questions so please do not hesitate to voice any concerns you may have to your massage therapist.

Please read the following procedures carefully, prior to consenting to treatment...

- **EPA** is a private physiotherapist owned clinic and as a result **we do not have OHIP billing privileges**. Massage therapy treatments may be covered by extended health insurance plans through your employment.
- Please be sure to check the details of your coverage through your insurance. Plans and policies are individual and some may have individual treatment or yearly calendar limits for massage therapy coverage
- **Payment is due at the time of the massage**
 - Acceptable methods of payment include: Personal Cheque, Endorsed Insurance Cheques, Visa, Mastercard, Debit and Cash
 - If you are not able to adhere to the above, alternate payment arrangements need to be authorized by the clinic owner
- **Our clients** are responsible for any unpaid motor vehicle accounts. We encourage our clients to stay in contact with your insurance adjuster, and be aware of any dollar or time limites associated with your massage therapy benefits.
- Unfortunately we are **NOT able to bill WSIB**

Cancellation policy ...

Our Massage Therapist's schedules' are in high demand. We often have other clients waiting for popular appointment times. As a result, we have been forced to implement a 24-hour cancellation policy. If you cannot cancel with 24 hours notice, you will be billed full price of your scheduled massage for untimely or missed appointments.

In order to receive the best medical care from all providers, we would ask that you notify your massage therapist if you have an upcoming doctor's appointment so that a progress note can be forwarded to your doctor.

I have read the above and agree to be treated and adhere to the above.

Client's signature

Date