



--Winner of 2007 Biotone/COMTA Edu Scholarship Award--

## Synergy Healing Arts Center & Massage School, INC.

13593 Monterey Lane, Blue Ridge Summit, PA 17214

717-794-5778 or 877-372-6617

E-Mail: [massage@synergymassage.edu](mailto:massage@synergymassage.edu) Web Site: [www.SynergyMassage.edu](http://www.SynergyMassage.edu)

### **STUDENT CLINIC POLICIES AND PROCEDURES**

1. Please arrive promptly for your scheduled appointment. This is a low cost educational experience designed for responsible individuals only. We need you to arrive 10 minutes before your scheduled appointment so that the clinic may start on time. Clients are to wait in the lobby until the Clinic Supervisor escorts you into the clinic room.
2. Weather Cancellation Policy: Synergy will announce 2 hours prior to any scheduled clinic if it is to be cancelled. Please call Synergy if there has been any inclement weather within 24 hours of a scheduled clinic.
3. The cost for an appointment at the Clinic is \$30.00 for a one hour Therapeutic Massage. We accept cash, debit cards, Visa, MasterCard, Discover and American Express. **We will no longer accept personal checks.** This fee must be prepaid.
4. Please wear comfortable clothing, bathe on the day of your appointment and do not have the odor of cigarettes, cigars, hairspray or perfumes that may interfere with the therapist or others in the clinic.
5. All new clients in the clinic must complete Health history forms prior to scheduling clinic appointments. No clients will be scheduled in clinic unless proper Health History forms are completed. This includes all substitute clients. All substitutes must have on file proper health history intakes and Policies and Procedures Agreement Statements.
6. If you are unable to keep your scheduled appointment you are required to call the **Office by 12:00 noon on the day of your appointment. If you do not call by 12:00 noon with an approved substitute or to cancel and/or do not show up for your appointment your prepaid fee will be forfeited.** If there is a documented emergency you will not be charged. If you cancel repeatedly by 12 noon on Thursday, you will be asked not to return to the clinic until your schedule is more open.
7. Please do not consume any alcohol before your appointment.
8. Please inform your therapist of any changes in your health or medications so that you may receive appropriate treatment.
9. Please take all medications at least 2 hours prior to your appointment.
10. Conversation during your massage is to be kept to health needs only and not socialization needs. Student massage therapist will be checking in on pressure levels, comfort of room and hydrotherapy temperature needs, etc. If one finds this level of necessary conversation disturbing Synergy has a professional massage clinic with private rooms available at a slightly higher rate.

11. *This is a low cost educational clinic; gender or therapist preference will not be able to be accommodated. Private therapists are available for your preferences in private room settings only. Synergy Massage school practices are non-discriminatory with respect to the race, color, religion, gender, age, national origin, disability, sexual orientation or other status protected by law.*
12. *All Massage Therapy in the clinic will be performed in a supervised setting by students completing a minimum of 100 hours of study. They are required to research their client conditions and medications ahead of time. That is why it is so important to notify the office of any appointment changes ahead of time. You must also understand that not all of our students are advanced. You must be willing to accept any level of training that our students have and write constructive criticism appropriate to the educational advancement of the student. The Clinic Supervisor, who is a Nationally Certified Massage Therapist, may assist the massage instructionally at times.*
13. *Clinic concerns or complaints should first be brought to the attention of the Clinic Supervisor or the Office staff. Complaints that are not satisfactorily resolved at this level should be submitted in writing to the School Director. Written responses will be given within five (5) working days. Synergy is licensed by the PA State Board of Private Licensed Schools. Questions or concerns that are not satisfactorily resolved by the person designated above or by other school officials may be brought to the attention of the State Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA 17126 – 033, telephone 717-783-8228.  
If a complaint is not satisfactorily resolved a COMTA formal complaint form may be filled out and sent to the Commission on Massage Therapy accreditation. Their address is 1007 Church Street, Suite 302, Evanston, IL 60201. 847-869-5039*
14. *Client files are confidential and accessible only to the Synergy Clinic Student Massage Therapy program. Your client file is accessible to you upon request.*
15. *Attendance to the student clinic is limited to 1 appointment every 3 months based on availability. Scheduling will be on a first come first serve basis. Once the appointments are filled we will start a substitute list specific for each clinic date. If there is a cancellation you would then be called. Remember all clients must have completed all necessary paperwork prior to scheduling.*
16. *I agree to have my BP/HR assessed during the early part of the massage session if I am taking any circulatory medication.*
17. *I understand that I may be referred to the Synergy Healing Arts Center Professional Massage Program or another nationally certified massage therapist if the director, clinic supervisors and staff deem my massage needs are beyond the educational objectives of the student program.*

*Please sign and date below and return to the Office prior to you next appointment.*

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