



Ronda Crary, MS LMT

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The Healing Point

215 W. Church Rd #112

King of Prussia 19406

CLIENT INTERACTION POLICY FORM

CLIENTS CAN EXPECT OF ME

1. Provide clients with a relevant and knowledgeable service each time they come for an appointment, addressing each client's specific needs.
2. Therapist can not diagnose or prescribe for medical conditions, and will stay within scope of practice.
3. Privacy and confidentiality are maintained at all times.
4. Personal and professional boundaries are respected at all times.
5. Clients are respected regardless of age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, state of health or personal habits.
6. Stay current with information and techniques.
7. Equipment and supplies are clean and safe.
8. Maintain client records.
9. Clients are draped at all times during a session, and only the parts of the body being worked on are exposed at any time.
10. Return calls and emails within 24 hours unless otherwise arranged. I am available to clients between the hours of 9am and 6pm Tuesday-Saturday.
11. After the first appointment, I contact client within 48 hours of session to follow-up on the treatment outcomes.
12. If I need to cancel an appointment due to illness or emergency, I strive to do so with 12-24 hour notice.

REQUIREMENTS OF CLIENTS

1. Clients complete a client intake form that is updated annually, and update therapist on any health changes.
2. New clients will meet with the therapist 15 minutes prior to the first session to review the client intake paperwork, or confer by phone prior to the first appointment. This information will allow for the therapist to tailor the treatment to the client's specific health and wellness needs.
3. Communication and collaboration may be necessary with other medical professionals client is receiving care from. An Authorization to Release Information will be sent to your email for written permission.
4. Payment is due at time of service. NC/NS to appointments, or less than 24 hour notice result in full session charge. Advance cancellations allow for other clients to receive treatment that are on the waiting list.
5. **Cancel or reschedule sessions with a minimum of 24 hour notice to 302.229.2494**
6. Sessions begin and end at scheduled times.
7. Be present in your mind and body to receive treatment.
8. Do not attend a session under the influence of alcohol or drugs. If you are taking prescription medications given to you by a doctor, please inform therapist to be aware of additional side effects.
9. Sexual harassment is not tolerated. If the therapist feels their safety, professionalism, or ethics are compromised the session will be terminated immediately.
10. If you have a fever, cold, flu, sore throat, stomach virus, poison ivy, skin rash, cellulitis or anything contagious please reschedule your appointment with 24 hours notice to 302.229.2494.
11. Hydrate well with water at least 24 -48 hours prior to the session, and do not eat a heavy meal less than two hours prior to the session.
12. Ask questions about what you do not understand in regard to the treatment.