

Policies and Procedures



Achieve THERAPEUTICS strives to provide the highest quality care with a goal oriented, patient centered practice of massage therapy and functional conditioning/reconditioning. To endure the best possible outcomes for your treatment plan, the following policies will be adhered to at all times.

Schedule: I do not at present have “set hours”, my schedule is very flexible. You will find online scheduling at <http://achievetherapeutics.com>. Or call, text or email to schedule your appointment.

Appointments: I respect your time. When you book a treatment, I plan that time period for you. I will start your treatment on time and will not keep you waiting. I appreciate being able to text you if for some reason I am running late. I do not go “overtime” with appointments when this would run into another patient’s time.

The first few minutes of each session are spent on assessment of your current condition and measurement of your progress. For your first visit this process takes a little longer (around 15 minutes).

Payment: Payment in full is expected at the time of treatment. Cash, check or major credit cards are accepted at the time of treatment.

Insurance: At present I do not accept insurance.

No Tipping: Achieve Therapeutics is a medically based practice. **I do NOT accept tips.** I try to give value to each patient to the best of my ability. I would be delighted if you would instead tell your friends about the treatment you are receiving from Achieve Therapeutics. Referrals are most appreciated.

Late arrival: If you are not here at your scheduled time, I will call you after 15 minutes have passed. If you are running late, please call or text me with your approximate arrival time. If you are late I will try to accommodate you with your full treatment time as my schedule allows. Sometimes your appointment will have to be cut short to end at the original time. There are no refunds for shorter treatments if you are late.

Cancellations: ***A minimum of 24 hours notice*** is required for cancellations. You may cancel by phone, email, or text. Cancellations less than 24 hours before your appointment, or no-shows, will be billed at a rate of 75% of the fee for the treatment you booked, payable before your next appointment.

Privacy and Informed Consent: In order to maintain the integrity of the treatment session, and your privacy, only the client is allowed in the office during treatment. I am not able to accommodate any companions, children or pets during your treatment.

At the end of your initial medical history form (required before any treatment) is a statement regarding your right to privacy. All information shared in a treatment session is

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strictly confidential. No information is shared with anyone without your express written consent. This may be appropriate if you are seeing another practitioner for example, so the two could share information and give you the best possible care, however you still have the right to choose not to share information. Signing the statement indicates that you understand your rights and that you consent to the treatment plan. If at any point I feel our plan should be changed, I will discuss it with you and obtain your verbal consent.

Policies are subject to change. You will be informed if such a change occurs.

I very much appreciate the opportunity to help you *Achieve* your goals! Thank you
for choosing Achieve Therapeutics.



Sharon Sharpe, ScD, ATC, LMT