

RIOT Manual Therapy Office Policies

All clients will be held accountable to the following office policies

Client Requirements:

1. If cancellation or rescheduling is necessary, please give 24-hour notice or **you will be charged for the appointment.** Appointment reminders are sent out when the appointment is booked, 48 hours before your appointment via email, and 24 hours before via text. Emergency cancellations are determined at the therapist's discretion.
2. If there is bad weather in the forecast and you don't feel comfortable driving, it is your responsibility to cancel or reschedule 24hrs in advance.
3. **Do not come to your appointment if you are ill and contagious.** If you are feeling sick 24 hours before your appointment, it is better to reschedule before the 24-hour cancellation policy instead of waiting to see if you feel better in the morning. Additionally, if you have been exposed to anyone with a positive Covid-19 test, please cancel your appointment, and follow CDC and Utah Health Department guidelines.
4. We respect our time and the time of others. Please plan on being **5 minutes early** to appointments. **It is the client's responsibility to allow additional time for traffic and weather conditions.** We do not start our next client's treatment later because the previous client arrived late for their scheduled time. Sessions begun late due to the client arriving late are still full price.
5. Clients who miss their first appointment without prior notice of cancellation or miss two (2) follow up appointments without giving prior notice of cancellation **will not be given future appointments.** Non-emergency cancellations less than 24 hours before scheduled appointments must be paid for before a future appointment will be scheduled.
6. **Clients need to provide a completed health history form prior to their first appointment.** This allows the therapist to review the health history form prior to the first appointment and allows for a more productive first appointment. Clients also must update the therapist when there have been any significant events/changes related to a client's health.
7. **Clients need to be prepared to make lifestyle changes that coincide with treatment.** It is not possible to fix symptoms without first changing the behavior that created the symptoms. Some of the things that may be asked of clients may include, daily stretching, daily walking, strength training exercises, ergonomically changing their workstation, changing their sleeping position or habits, changing their nutritional and hydration habits, and/or any other changes relevant to the client's treatment.
8. Adults who do not require physical assistance during their treatment from a caregiver are asked to come alone to their treatment to afford maximum privacy for the individual being treated. Clients with young children who need their parents' attention while the parent is being treated should not bring their children to their appointment unless the child/children will also be treated at that same time.
9. Be clean, having showered the same day as your treatment.
10. Wear athletic cloths that are flexible. Jeans and business attire are not supportive of a productive treatment.
11. Be present (not under the influence of alcohol or drugs, etc.) This office is a non-smoking environment.
12. Payment is required at time of service.
13. **Sexual harassment is not tolerated.** If the practitioner's safety feels compromised, the session is stopped immediately. Likewise, if a client feels uncomfortable in anyway, or feels the client's safety is compromised, the client should ask the practitioner to cease services. A client may have another person present for treatment if desired.

What clients can expect of Us:

1. Clients are treated with respect and dignity. **Privacy and confidentiality are maintained at all times.** We provide our clients with a competent and professional session each time they come for an appointment.
2. We perform services for which we are qualified and able (physically and emotionally) to do, and **we refer clients to appropriate specialists when work is not within our scope of practice** and/or not in the client's best interest.
3. We got into this industry to change lives and to help those struggling with pain and dysfunction. We are committed to our client's progress and success. We will work **together** to help make the necessary changes required so that we can achieve the desired outcome. When a desired outcome is outside our scope of practice, we will discuss other options and refer to the appropriate source. Even after a client has been referred out, we will keep communication open to help consult from our professions point of view.
4. Every client will receive a detailed and **personalized home program.** This may include stretches, exercises, ergonomic changes to workstations, etc.
5. **New client sessions** will involve reviewing the health history with the client, assessing dysfunction patterns that can be causes of the client's complaints, treatment focused on those dysfunctions, and building a home program. **Returning client sessions** will start by following up on how the client is progressing. Then we will check what we worked on previously and proceed forward based on dysfunctional assessment.
6. We have a cancelation list to help get people in for emergencies. If you need an earlier appointment than what is available online, first select the first available time that works for you. Then message your manual therapist to be placed on their cancelation list.
7. We are committed to staying current with new information and techniques.
8. Many of our compensatory patterns require work in the pelvic area (Adductors, Deep Hip Rotators, ect.) We will explain these treatments in detail. If you are uncomfortable in any way, you can let us know and we will not proceed with that specific treatment. It is your responsibility to vocalize your concerns prior to any treatments starting. If you have questions about your treatment, you should ask your questions in advance.
9. Clients are always clothed during the session. **The genitals are never exposed or treated in any way.**
10. This office does not accept any medical plans or medical insurance. **This office does not fill out forms, write letters, or write reports to insurance companies or personal injury attorneys. We do not accept clients with workmen's compensation cases, accident victims involved in litigation or who have an open insurance claim or who expect to submit statements to an insurance company for reimbursement for treatment related to an accident.**
11. Payment is due at the time of service. **We do not provide direct billing for insurance.** We do not accept checks from insurance companies. We accept cash, Venmo, personal checks and credit cards (Visa/MC/Discover/American Express). Checks for insufficient funds are charged a \$30 fee, in addition to whatever charges are issued by a client's financial institution.
We only cancel appointments when there is a situation that is an emergency. Should we need to cancel an
12. appointment, we give as much notice as possible. Even in severe weather, we always plan to be to work on time and prepared for the day.

We set time aside at the beginning and end of our day to check messages. We will respond to text or email
13. messages promptly and within 24-hrs.
Our equipment and supplies are clean and safe.
- 14.

By making an appointment you are accepting the rules and conditions of this office.

Signature _____

Date _____