



Jordan Keightley

Remedial Therapist

Business Policies

Table of Contents

Cancellation Policy	3
Late Arrival Policy	4
No Show Policy	5
Informed Consent	6
Payment Policy	7
Scope of Practice	8
Respect For Client Needs and Boundaries	9
Professional Boundaries	10
Draping Policy	11
Confidentiality and Conversation	12
Existing and New Medical Conditions	13
Health Rebate Policy	14

Cancellation Policy

Please provide at least 24 hours notice if you need to reschedule, cancel, or reduce your appointment duration. This gives the business enough time to fill in the time slot. Please note that Sundays are not a working day, so if your appointment is on a Monday please allow an extra day for cancellation time.

If you fail to contact JK Remedial at least 24 hours before your appointment time or you do not show up for your appointment, you will be charged in full for the appointment.

Late Arrival Policy

Unfortunately late arrivals will not receive extension of the allocated treatment time. If time permits, a partial treatment may be undertaken to fit in with the day's schedule and will be at the discretion of the therapist and you will still be charged the original cost of the treatment.

No Show Policy

Clients who fail to show up for appointments will not be given a refund for their requested treatment as the therapist needs to be compensated for the time lost in which they would be massaging. Subsequent appointments may be cancelled at the discretion of the therapist.

Informed Consent

Prior to each treatment, the treatment plan will be discussed with you, and you will be asked for consent. At your first visit with us, you will receive an electronic copy of the JK Remedial policies and asked to electronically sign the consent stating that you have read and understood the information, and agree to comply with the provided policies and procedures.

Payment Policy

Clients may be asked to pay for a service at the time of booking. These prices are non-refundable if a client is unable to make an appointment without contact, or if contact is made within 24 hours of the booking. The client agrees to follow the Cancellation, Late Arrival, and No Show policies.

Clients who have not paid at the time of booking are required to pay before treatment has begun to ensure that effective treatments can be undertaken.

Scope of Practice

JK Remedial falls under the umbrella of the Association of Massage Therapists and follow the association's code of ethics and standards.

JK Remedial therapists do not diagnose or prescribe for medical conditions, nor are they allowed to provide treatment for a specific condition without a doctor's supervision. The therapist is required to refer you for diagnosis and to follow recommendations of a healthcare professional.

Therapists may use working diagnoses to provide manual therapy to affected areas as explained by the client.

Respect For Client Needs and Boundaries

JK Remedial therapists respect that each client's needs are different, and are willing to adjust therapy techniques, pressure, music if requested. The agreed upon treatment plan will be followed where possible, but if requested to work longer on a certain area or move on from a certain area, this is possible but may affect time to spend on other areas of the treatment plan.

The client may refuse any suggested work in a treatment plan, or request adjustment of treatment if so desired. At any time, the client may choose to discontinue the treatment and is free to leave.

Professional Boundaries

Requests for sexual activity will not be tolerated under any circumstances, will be viewed as solicitation, and reported to the proper authorities. JK Remedial treatment documents will be updated to reflect and record client's actions if such situations arise.

Breast and genital areas will not be massaged under any circumstances. If a health professional has referred for such services, the client will be referred to an appropriate therapist. A professional distance will be maintained from these areas, and correct draping will be used to create a physical barrier where necessary.

Gluteal, lower back, hip, and upper leg massage may be required, and the skin may need to be exposed, but professional draping of sensitive areas will be maintained at all times. Therapists will communicate the reasons/benefits of massage to the areas, and gain consent to adjust draping to expose the area being massaged.

Sexual interaction or discussion of any kind between the client and therapist is never appropriate.

Draping Policy

Professional draping of the body will always be used during treatments to maintain professional boundaries between therapist and client.

Clients will be asked to remove items of clothing which could obstruct treatment, including bras. If a client requests to remove underwear for professional reasons, professional draping will be used at all times to make sure the client is covered. Clients will not be asked to undress or change while a therapist is in the same room. The therapist will always leave the room to allow the client privacy to change, and gain consent from the client before re-entering.

During therapy, it is required that the area being treated is undraped to provide access to the tissue, however the client reserves the right to request draping to be left in place during treatment. In this case, it can not be guaranteed that the outcomes of the treatment plan are achieved due to proprioceptive obstructions.

Confidentiality and Conversation

Conversation during treatment, including assessment, is treated as confidential. Clients are welcome to make conversation during treatment, however during relaxation treatments it may understandably disrupt flow of the treatment.

Clients wishing to make conversation are asked to withhold from discussing topics of a political, private, or sexual nature. The therapist reserves the right to ask for conversation to cease and is expected to hold professional conversation.

The therapist will be required to gain client feedback throughout the treatment, so it is expected that professional conversation will take place during a treatment.

Existing and New Medical Conditions

It is the responsibility of the client to keep JK Remedial informed of any medical treatment currently being undertaken, or of any injuries, either new or existing. Failure to declare injuries or illnesses to the therapist can lead to further complications of the injury or illness. The client assumes complete responsibility if symptoms of any undeclared illness or injury worsen during or after treatment.

If a client is experiencing serious illness or injury, written permission may be requested from a healthcare professional with medical clearance to treat. The therapist reserves the right to deny treatment to a client who has not brought written medical clearance.

Health Rebate Policy

It is a requirement of health insurance providers that all Remedial Therapy sessions must include testing and assessment of some kind for the treatment to be eligible for a health rebate.

It is the priority for JK Remedial to offer the highest quality service and as such, all remedial treatments will be carried out with a high standard of service including appropriate testing to deliver the right treatment. It is the responsibility of the therapist to test before and after each treatment and as such, if the client refuses any testing they void any eligibility for a health rebate.

It is the responsibility of the client to comply with the therapist during testing so that they are eligible for a health rebate, however it is the right of the client to refuse testing if they wish, accepting that a health rebate will not be issued.