



Massage Therapist Association of Alberta

Standards of Practice

Standard 2

Category: COMMUNICATION / PUBLIC HEALTH

Ratified: September 13, 2008

Amended:

Rescinded:

Inform the Client of the Fees and Obtain His/Her Agreement to a Fee Schedule

Conditions:

Given a client who has come to you for Massage Therapy.

Task:

Inform the client of the fees and obtain his/her agreement to a fee schedule.

Standard:

Quality / Technical:

- Ensuring that your fee schedule is posted in a location where clients may see it or a copy provided to the client.
- Ensuring that you explain the rates for a Massage Therapy appointment to the client including what part of the treatment time will be used for taking a health history and assessment / reassessment.
- Ensuring that you explain to the client your policy with regard to cancellation of appointments.
- Providing the client with an opportunity to ask questions about the rate and fee schedule.
- So that any charges that deviate from the set schedule have been agreed to by the client and documented in the clinical notes with the reasons and agreement indicated.

Timing:

- When the client arrives to his/her first appointment or prior to arrival.