

Complementary & Alternative Health Care Client Bill of Rights

Practitioner & Owner Name: Cassandra Herther
Business Name: Skyhaven Massage & Wellness
Business Address: 2124 DuPont Ave S. #302, Minneapolis, MN, 55405
Telephone number: (612) 214-4969

As of July 1, 2001, Minnesota's Freedom of Access to Complementary Care Law (Statute Chapter 146A) requires that you receive and acknowledge that you have received by your signature on the back of this page, the following information prior to your treatment.

Cassandra Herther, hereafter, "the Practitioner" has the received following education, training & credentials:

- College Degree in Psychology & Kinesiology
- Massage certification at Aveda
- TMJ certification
- Maya Abdominal Training

"THE STATE OF MINNESOTA HAS NOT ADOPTED ANY EDUCATIONAL AND TRAINING STANDARDS FOR UNLICENSED COMPLEMENTARY AND ALTERNATIVE HEALTH CARE PRACTITIONERS. THIS STATEMENT OF CREDENTIALS IS FOR INFORMATION PURPOSES ONLY. Under Minnesota law, an unlicensed complementary and alternative health care practitioner may not provide a medical diagnosis or recommend discontinuance of medically prescribed treatments. If a client desires a diagnosis from a licensed physician, chiropractor, or acupuncture practitioner, or services from a physician, chiropractor, nurse, osteopath, physical therapist, dietitian, nutritionist, acupuncture practitioner, athletic trainer, or any other type of health care provider, the client may seek such services at any time."

- **Complaints:** If the Client has a complaint or concern about the care or services they have received, the Client may also contact the Office of Unlicensed Complementary and Alternative Health Care Practice located in Minnesota Department of Health:

Mailing address: P.O. Box 64882, St. Paul, MN 55164-0882

Phone: 651-201-3721 **TTY:** 651-201-5797 **Fax:** 651-201-3839

Website: <http://www.health.state.mn.us/divs/hpsc/hop/ocap/index.html>

- **Fees, Payment, Insurance as of November 1st, 2019:**

- Massage: 60 min session is \$99
- Massage: 75 min session is \$119
- Massage: 90 min session is \$139
- Massage: 120 min session is \$189

Payment is accepted by cash, check, credit card (VISA/MC/AE). This Practitioner is not on contract with any HMOs, PPOs or any other Insurance Company to provide discounted services. This Practitioner does not accept Medicare, Medical Assistance or general assistance medical care. Skyhaven Massage & Wellness does supply a receipt at time of payment with the appropriate CPT codes, thus clients may submit for reimbursement themselves, if they so desire. Payment for services is expected in full at the time of service, unless otherwise arranged prior to the appointment. Skyhaven Massage & Wellness requires a minimum of 24-hour business day advanced notice for cancellations or the client may be charged for the full appointment.

- **Change of Price:** Clients have the right to reasonable notice of changes to the prices, services, or policies.

- **Theory of Treatment:** The state requires a “Plain language” summary of the “theoretical approach used to provide service to clients”. The Practitioner’s Theory of Treatment is as follows:
 - The Practitioner utilizes TMJ Therapy, Cupping, Gua Sha, Deep Tissue Massage, Trigger Point Therapy, Swedish-Style Relaxation Massage, Myofascial Therapy, and Maya Abdominal Therapy within scope of practice to help clients reduce pain, improve circulation of blood and lymph, improve range of motion, balance energy, reduce stress, and enhance quality of life.
- **Right to Current Information:** Clients have the right to complete and current information concerning the practitioner's assessment and recommended service that is to be provided, including the expected duration of the service to be provided.
- **Right to Confidentiality:** Client records are confidential and will not be released, unless authorized by the client in writing or as otherwise provided for by law.
- **Right to Self Access:** Clients have the right to access to their own records maintained by the Practitioner’s office, in accordance with state statute sections 144.291 to 144.298.
- **Personal Interaction:** Clients have the right to expect courteous treatment, free from verbal, physical, or sexual abuse.
- **Other Treatment Available:** Other massage therapy services are available to the Client in this same community. These can be located by asking the Practitioner, the provider who referred you to this practitioner, the following practitioner database: www.amtamassage.org, or other internet searches using terms such as “massage therapy”.
- **Right of Agency:** The Client has the right to choose freely among available practitioners and to change practitioners after services have begun, within the limits of health insurance, medical assistance, or other health programs.
- **Records Transfer:** The Client has the right to coordinated transfer of their records when there will be a change in the provider of services.
- **Right of Refusal:** The Client may refuse services or treatment, unless otherwise provided by law.
- **Right of Non-retribution:** The Client has the right to assert any, and all, of above-mentioned rights without retaliation from the Practitioner.