

Ricochet Body Solutions Office Policies

Privacy Practices Notice

All information relating to your treatment is confidential and in compliance with HIPAA Regulations. No information will be released without your prior consent to any person or agency other than your insurance company, attorney and health care professionals involved in your care. All personal conversations that take place during your treatment will be regarded as strictly confidential and will not be revealed to any person or agency. If the person or organization you authorize to receive the information is not a health plan or health care provider, the released information may no longer be protected by federal privacy regulations and could be re-disclosed. You may revoke this authorization in writing at any time, except to the extent action has already been taken in reliance on it. You have the right to complain to US Department of Health and Human Services (HHS) and this office if you believe your privacy rights have been violated. This authorization will expire 36 months from the date of your initials and signature on the Confidential Health Summary form.

ALL CLIENTS—Appointments

1. Please arrive at the exact time of your scheduled appointment unless we have discussed and made other arrangements. If you arrive late or you arrive on time but filling out paperwork on-site rather than in advance exceeds the time allotted for our intake consultation, your appointment will be shortened by the same amount of time and you will be responsible for the full session rate. If I am running behind schedule and unable to provide the full session for which you are scheduled, your session will be pro-rated by the same amount of time and your insurance will not be billed the full session rate—if applicable.
2. New clients paying out of pocket (not using health or auto insurance) will pay in full by credit/debit card, cash or check for services PRIOR TO their first appointment, unless other arrangements have been made prior to treatment.
3. There will be a \$30.00 service charge for any check returned by your bank.

ALL CLIENTS—Reschedule Policy

1. Appointments rescheduled or canceled 24 hours or more in advance are accepted with no charge.
2. Appointments rescheduled or canceled between 12-24 hours in advance are accepted with a \$25 charge for sessions up to 90 minutes (including new client consultation time) and a \$50 charge for sessions longer than 90 minutes (including new client consultation time).
3. Appointments rescheduled or canceled less than 12 hours in advance will incur a charge equal to 50% of the scheduled service being rescheduled or canceled.
4. If you are able to send another established client of Ricochet Body Solutions in your place, your reschedule fee will be waived.
5. If you are running late, you may receive as much time as remains blocked for your appointment and are responsible for the entire session rate. IF YOU FAIL TO CANCEL AND FAIL TO SHOW UP FOR A SCHEDULED APPOINTMENT, YOU ARE RESPONSIBLE FOR THE ENTIRE SESSION RATE. THIS AMOUNT MUST BE PAID PRIOR TO BOOKING ANOTHER APPOINTMENT.
6. After-hours/accommodation charge of \$75 will be applied to Body & Energy Services that need to be rescheduled and occur outside regular hours of availability.
7. You may be required to pre-pay for your treatments following two missed or rescheduled less than 12 hours in advance appointments and will be reimbursed by Ricochet Body Solutions upon receipt of payment from your auto or medical insurance company—if applicable.
8. **Possible Illness, Exposure & Cancellation:** Massage/bodywork is not appropriate care for infectious or contagious illness. Please cancel your appointment as soon as you are aware of having or being exposed to an infectious or contagious condition. If it is within the 24-hour notice period, please text 503-318-9626; the cancellation fee will be waived.

MOTOR VEHICLE ACCIDENT TREATMENT & MEDICAL INSURANCE—Reimbursement

1. Co-pays must be paid at the time of service. If your insurance pays the full session fee, your copay will be offered as a refund or a credit to your account. Coinsurance will be collected after the EOB/RA has processed.
2. You agree to be on time for all appointments. You understand that your auto or medical insurance cannot be billed for any missed appointment or session time due to your late arrival. If you are late or miss an appointment, you will be charged at the same rate billed to your insurance for your missed time or session. HSA cards may not be used for services not received.
3. In the event your auto or medical insurance does not reimburse Ricochet Body Solutions/Rachel Climer, LMT #13296, within 90 days of billing, you understand and agree to be held responsible for payment of all massage services provided to you.

Gift Certificate Refunds

There will be no refunds on gift certificates or pre-paid savings packages beyond 72 hours (3 days) after the sale. Gift certificates and pre-paid packages are transferable, to the limit of their purchase price, for other clients or services.

Your cooperation is essential to a successful therapeutic program. If you do not understand any of the above policies, please tell me now, so that I can clarify before you begin treatment. I appreciate the opportunity to help you and welcome your suggestions as to how I may improve my service to you. *Thank you!*