

Healing and Strength Policies

(Please Keep)

Growth demands policies and procedures that protect our business, enhance your safety and privacy, minimize your costs, and ensure a pristine and comfortable environment for your therapy. **ALL POLICIES APPLY RETROACTIVELY.**

Bookings and Rates

Bookings – As a *Pay to Book practice* payment is collected at the time of booking. If it's been 3 or more years since your last visit, you'll need to book as a new patient.

<https://healing-and-strength.com/book-your-appointment/>

Last Minute/Emergency Bookings – Conducted only during office hours and if there's availability. This is also a prepaid service.

Cancellations/Rescheduling – 48 Hours (two business days) for all appointments via the link in appointment confirmation email. **No-Shows** or **Late-Cancellations** will be covered by your prepaid session.

Manual Cancellation/Rescheduling Fee – Lost your confirmation email? Read the information in the link below before you contact us to cancel/reschedule for you.

<http://healing-and-strength.com/cancel-or-reschedule>

Rates – Base Billing Rate: \$220 for 60 minutes (4 units) and \$330 for 90 minutes (6 units). There are no discounts.

Session Payments

Payment Methods – As a cash-based practice, we **do not** accept insurance. You may use a major credit card, debit card, or HSA/FSA for your online purchases. Cash and Venmo options available for established patients only. There are no convenience fees.

Pay to Book – You won't be able to book without payment or code from a prepaid pack.

Refunds – Refer to the [Rates and Terms of Service](#) page.

Medical Billing and Records

Itemized Bills – Requested to justify HSA/FSA expenses. Shows treatment date, length in minutes and therapy units (1 therapy unit = 15 minutes), location, total cost, and procedure code (CPT). It is provided upon request at the end of a session series in PDF format. You will have a revision period of 5 (five) business days after it's sent to you to request amendments. After the revisions period is over, the document is considered finalized. There is no fee for this document unless:

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- **You request amendments or changes after the revision period.** All amendments or corrections after this time period carry a prepaid \$110 fee.
- **You lose or misplace the email containing your bill and request a new one.** This service carries a \$110 prepaid fee.
- **You request to change the itemized bill into a superbill.** This service carries a \$110 prepaid fee before the new document is issued.

Superbills – Similar to an itemized bill but it's used for insurance reimbursements. Your intake form must be complete, your account in good standing, and you must have a physician referral with the appropriate diagnosis code(s) (ICD-10). *This document will not be processed without a proper physician referral in our records.* No exceptions. You will have a period of 5 (five) business days to review the document and request corrections or amendments. After the revision period is over, the document is considered finalized. There is no fee for this document unless:

- **You request amendments or changes after the revision period.** All amendments or corrections after this time period carry a prepaid \$110 fee.
- **You lose or misplace the email containing your bill and request a new one.** This service carries a \$110 prepaid fee.
- **You request a superbill after more than 6 months from your last visit.** This service carries a \$110 prepaid fee before the new document is issued.

Medical Records – Kept under the highest privacy possible for 3 years after your last visit, as per **WAC 246-830-570**. No records are released without your written consent.

Medical Records Reproduction – Requires formal written request by yourself or legal representatives acknowledging full consent and responsibility for the possession of such records. The reproduction fees as per **WAC 246-08-0400** and/or applicable amending fees must be paid before the records are released. All reproductions will be delivered via PDF with a five (5) business days revision period.

Other Fees

Extra Clean Up Fee – The following incurs a \$110 extra clean-up fee: exercise sweat, hair grooming products, grease, dirt, mud, and topical balms (Bengay, Tiger Balm, Icy patch, etc.). You will be informed. For sanitary reasons, no animals are allowed.

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Companions and Recordings

Companions – Only patients are allowed in the treatment room, except for minors, where a **parent/guardian must be present throughout the entire session**.

Exceptions requested for specific medical cases must have written proof from the primary medical provider.

Recordings – Absolutely no recordings of the session in any form or media. Exceptions granted only through mutual legal representation at your expense.

Office and Session Guidelines

Suspecting an Infection? – You may cancel without penalty if you've been exposed, exhibit symptoms of, or suddenly develop an infection. *As long as you notify us before your session, you will not be charged.* **DO NOT SHOW UP** if you are symptomatic. You will be dismissed, charged for the session, and/or be permanently banned. Contact us if you are not certain.

Abusing the illness exemption? – While most patients rarely late-cancel due to a sudden illness, others use the alibi to avoid late cancellation charges. If you cancel late more than three (3) times in eight (8) months due to last-minute illness, you will be charged for the session and may be banned from returning.

Emails, phone calls – Conducted via email or phone calls during business hours only. Check website for current business hours. Emails/calls sent outside business hours, over the weekend or holidays won't be checked until the next available business day. **Our main number does not accept Text/SMS messages.**

Location – Know where we are. Here are the directions to our office:

<https://healing-and-strength.com/contact>

Your Outfit – Wear clean, light workout clothes and socks. Lycra, Teflon blends, denim, cargo shorts/pants, heavy workout outfits, and office/evening wear interfere with treatment. Failure may result in termination of your session with no refunds.

Your Hygiene – Cleanliness is a must as it optimizes the therapy room for you and your fellow patients. Muddy, dusty, greasy, sweaty, and/or malodorous footwear or clothes may result in the termination of your session with no refunds.

Intoxication – Alcohol and other recreational substances are detrimental to your treatment. Showing up intoxicated will result in the termination of your session with no refunds and may also result in permanent banning.

Misconduct – Our willingness to be at your service does not equate to tolerance for abuse, defamatory remarks, or any other type of detrimental conduct. All forms of misconduct will be handled by our legal channels and result in permanent banning.

Final Thoughts

While most will see the above as common sense, there is a small group whose disruption to the harmony of our practice made us realize that a handshake was no longer sufficient. Though you may notice the extensiveness of our policies and procedures, rest assured we've made every effort to simplify them without falling into the trap of oversimplification.

Thank you in advance for respecting our practice, your fellow patients, and for helping us make this a remarkable healing experience for all.

