

Noble Steps Healing: The Calmer Mom Project **Office Policies**

Congratulations on taking this powerful step in choosing to nurture you, your body, and the life you would truly like to create! *Please read the following policies for our work together and ask me questions if anything is unclear.*

Office Hours & Scheduling:

Hands-on Sessions (Craniosacral/Bars/Body-processes): Tuesdays and Thursdays 10am – 4pm

Distance Healing & Zoom sessions: Mondays 10am-3pm, Fridays 10am-1pm (Evenings or Weekends may be available by special arrangement)

Call 206-938-7627 to schedule or email Michelle@CalmerMom.Solutions.

Payment, Cancellations & No-shows:

Payment is due at the time of service: I accept cash, checks, PayPal, Venmo, and Credit or Debit Cards. With a doctor's referral for Massage Therapy, you may be able to use your FSA or HSA account. For both of our convenience, I keep a credit card on file with your account, but you can always choose a different form of payment.

Because sessions include a unique blend of bodywork, energy transformation and verbal coaching, this work does not fit with billing medical insurances. I may bill your PIP coverage if you've been in a car accident and are being treated for resulting pain/trauma.

Appointment Cancellations: I ask at least 24 hours of notice by phone/text (206-938-7627). Please do not rely on email or social media messaging to let me know you won't attend an appointment.

A \$75 fee will be charged to your credit card on file if:

- You give less than 24 hours of notice due to illness, work, or family emergencies,
- And you have no-showed or cancelled with less than 24 hours of notice within the previous year.

You will not be charged a fee to your card on file if:

- This is the first time you have no-showed or cancelled within the last year,
- Or you give less than 24 hours of notice due to sailing, dancing, marathon cuddle sessions or other joyful choices for how you create your life!

At this time I do not have an appointment reminder system in place, so please set your own reminder.

Your Privacy & Information Protection:

I respect your right to privacy and the security of your personal information. I keep your client records (paper or digital) in a secure location and avoid keeping more information than is necessary for basic business functions and offering quality, effective care.

For this reason, some of your treatment notes may only include a date of service, type of service, and payment information. It is also one of the reasons I don't bill medical insurance, as it requires a lot of keeping and sharing of sensitive information.

I will only share your information with another provider if, in my professional opinion, it will add to your quality of care (for instance if we both see you as a client and sharing something might help us both contribute more to you).

😊 ***Please
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(Privacy/Info Protection Cont'd)

You have certain legal rights in regards to your personal information. For an overview of those rights, please see the attached HIPAA Privacy Policy. If you'd like to take home a copy I can provide you with one.

Email & Marketing: The easiest way for me to keep you informed about changes in the practice, new services or upcoming classes and events is through email. For personal emails between just you and me, I use a HIPAA compliant email provider. However, for broader marketing, like newsletters, tips, videos and announcements, I use a secure provider who does not meet the high standards of HIPAA compliance.

You have the choice whether I add you to my list (See Intake Form). If you choose to be added, you can unsubscribe at any time by letting me know you'd like to be removed or by clicking "unsubscribe" at the bottom of any email.

If you choose not to be on my list, you may miss useful tips, information and practice announcements, such as advanced notice on changes in hours or rates.

Scope of Care:

As with any type of treatment the results vary for each individual. The techniques utilized in sessions are very gentle and unlikely to cause injury or harm. If you have concerns, please talk with me and consult your doctor or mental health professional.

Noble Steps Healing sessions are not a substitute for medical or mental health care. I am in no way claiming to "cure" any disease, physical or mental ailment. I am licensed by the Washington State Department of Health as a Massage Therapist (License # MA00010971), am certified as Bars Facilitator and CFMW by Access Consciousness to offer verbal coaching/facilitation and hands-on energy clearing, and have a Credential of Ministry through the Universal Life Church to offer transformative tools that include the body and being.

It is not within my training or scope of license to diagnose, give prognosis or prescribe. In some cases I may recommend you see another type of care provider or recommend we pause treatment until you get more information about your situation from a doctor or mental health professional.

Please let me know if you have any questions about my scope of practice and how the treatment offered by Noble Steps Healing: The Calmer Mom Project fits within those bounds.

This is Your Session!

It's about you – not my agenda or any point of view I might have about what you could do, be, or choose. I have a great deal of expertise at changing energy, changing bodies, and supporting people in knowing that *they* know. What would you like to receive?

I'm not the source of your healing or change. You are! And I've got your back. Thank you for choosing to work and play with me.

All of Life Comes to You with Ease, Joy, & Glory!™

Michelle