



CHARLESTON[™]
Neck & Back
C E N T E R

Getting the Most from Your Massage

24-HOURS CANCELLATION POLICY: YOU WILL BE CHARGED \$20 FOR MISSING OR NOT CANCELLING/RESCHEDULING YOUR MASSAGE APPOINTMENT 24-HOURS IN ADVANCE OF YOUR APPOINTMENT. This is out of consideration for our other patients and Massage Therapists. We strive to help as many people as we can and we have a waiting list.

1. Be on time. Massage appointments are time sensitive and late arrivals **may not receive the full scheduled time.**

2. The Massage Therapist will inform you of what clothing needs to be removed for the particular treatment you will receive. If you prefer not to remove your clothing, wear something comfortable.

3. Communicate. Before your massage let the massage therapist know your primary area of pain. During the massage, report any discomfort and let your therapist know if the intensity needs to be increased or decreased. Our massages are therapy and area focused.

4. Your 30 minute massage will consist of 25 minutes of hands on therapy and 5 minutes for getting undressed and dressed.

5. DRINK PLENTY OF WATER. Your massage will cause toxins and metabolic wastes to be pushed from your muscles to your bloodstream. Drinking water after your massage will help flush these from your body. Not drinking enough water may be reason for feeling sick or very sore.

6. Upon leaving, please remember to schedule your chiropractic and massage appointments. Due to our busy massage schedule, we recommend that you schedule all of the recommended appointments through the next 4 weeks.

7. Massage, like chiropractic has its greatest benefits over time. The therapeutic effects of massage are cumulative, so the more often you have a massage, the better you will feel and the more quickly your body will respond.

8. Massage therapy is not covered by all insurance companies. Aetna, Cigna & United Health Care do not cover massage. Most Blue Cross policies do cover massage therapy. Please check with Front Desk if you have questions regarding coverage of massage therapy under your insurance plan.

9. Tipping: We offer professional massage therapists. Tipping a massage therapist is neither mandatory nor expected in this office. However, they appreciate your consideration if you feel they did an excellent job. If you really appreciate the work they do and if you want to insure that your therapist will remain at Charleston Neck & Back Center, please consider this option.