# Welcome!

The entire staff of Allegheny Muscle Therapy and Massage (AMTM) would like to welcome you to our office! We hope that you will find your experience to be positive and helpful with your care needs. We would like to take this opportunity to familiarize you with information about our office. Please do not hesitate to ask your therapist any questions if you have any concerns or comments! Thank you for choosing AMTM!

#### **Health Information**

Upon arrival, you were asked to fill out a health history form. This form is to ensure that we can deliver the best care possible and make sure that you are healthy enough for massage/bodywork treatments. It is important that you fill the form out as honest and truthful while filling the information out. Your information will never be shared with others.

## **Cancellation Policy**

While our main goal is to provide you with the best care, we understand that emergencies and life happen. We hope that you can respect our times as much as we respect yours and have created a cancellation policy to best serve all of our clients and therapist's time and treatment.

## Therapists and Communication

There are several therapists working at AMTM and we encourage you to try all of us! Every therapist is different and we want to find you the best match. All we ask is that you communicate with your therapist. Communication allows us to create sessions that are geared 100% to you. Do not hesitate to ask us for a pressure adjustment, more blankets, or if you have any other specifications.

### **Pre and Post Session**

When you enter your session, your therapist will go over your health history and address any concerns you may have. Once the appropriate information is determined, your therapist will leave you with further instructions about placement and undressing. It is up to you on how much you wish to undress, if at all. During your session, you will remain covered except for the body part being worked on. Again, during the session we emphasize that if any adjustments need to be made that you inform your therapist. After your session, the therapist will work with you to determine a treatment plan and any specific aftercare recommendations.

#### **Gratuities**

While not required, they are appreciated. Gratuities are best in cash but we can accept credit or debit cards and checks.

#### **Facebook and Testimonials**

Yes, we are on Facebook! Please be sure to like our page and leave us any positive feedback! In addition to Facebook, we are always looking for testimonials. If you feel that you have had a really beneficial experience, we want to hear about it! Even if you did not have a positive experience, please let us know. Testimonials are a great way for us to learn and improve on how to better serve our clients.