

Healing and Strength Policies

(Please Keep)

The following provisions enhance your safety and privacy, minimize your costs, ensure a comfortable therapeutic environment, and protect my practice.

Bookings and Rates

Bookings – All bookings via our online calendar only. You must have an email address and a mobile number to book. If it's been 3 or more years since your last visit, you'll need to book as a new patient. **All sessions must be prepaid.** New patients 3 sessions minimum. No exceptions.

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

Last Minute/Emergency Bookings – Conducted only during office hours and if there's availability. You must have a prepaid session pack to request a last minute/emergency session.

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-reschedule-your-appointment/>

Rates – Base Billing Rate: \$150 for 45 minutes, and \$100 for 30 minutes, applies to single sessions. Prepaid Therapy Packs receive discounts. Refer to this link for the available prepaid therapy packs:

<https://app.acuityscheduling.com/catalog.php?owner=17147213>

Additional Discounts – For active military, active police, active fire department, active school teachers, and active fitness professionals after completing first 3 sessions, including Initial Session. You'll be required to show proof of your status. Refer to this link for the most up to date information on rates and discounts.

<https://healing-and-strength.com/rates-and-terms-of-service/>

Session Payments

Payment Methods – We **do not** accept insurance. You may use a major credit card, debit card, or HSA/FSA for your online purchases. There are no convenience fees.

Prepayment – Mandatory for all sessions, no exceptions. Sessions booked without prepayment will be cancelled within two hours of booking.

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Medical Billing and Records

Itemized Bills – Required to reconcile HSA/FSA expenses. The PDF document features session date, length in hours and therapy units (1 therapy unit = 15 minutes), location, total cost, and procedure code (CPT). Your intake form and all respective paperwork must be in your file and your account in good standing. There is no fee for this document unless you request a new one, or if you need to change it into a superbill. A clerical fee of \$50 must be paid before the new documents are sent.

Superbills – Similar to an itemized bill but it requires a diagnosis code. 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 medical referral. No exceptions. There is no fee for this document unless request a new one, or if you are changing it from an itemized bill. A clerical fee of \$50 must be paid before the new documents are sent.

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

Other Fees

Extra Clean Up Fee – The following incurs a \$50 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.

Companions and Recordings

Companions – No companions allowed in treatment room except for minors and medically approved cases. Other companions must remain in the common waiting area.

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

Better safe than sorry – If you are symptomatic, cancel your appointment. Many of my patients are in frail health and I cannot risk exposing them.

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

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Coach Izzy's Healing and Strength

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

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

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. Wear also a surgical or equivalent mask. No bandanas! Failure to have a suitable outfit or facemask 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 mean 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

These provisions came to existence as the growth of my practice made me realize that a handshake was no longer sufficient. Rest assured I've made every effort to keep them simple without falling into the trap of oversimplification.

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

