

## Client Bill of Rights

Adrienne Lind, NCTMB, BA  
ELEVATED massage + bodywork  
(612) 203-9110

**Please sign and date on other side**

3450 Lexington Avenue N., Suite #103  
Shoreview, MN 55126

Adrienne Lind completed 600 hours of Massage Therapy at Aveda Institute Minneapolis. Adrienne Lind is certified through the National Certification Board for Therapeutic Massage and Bodywork.

**“The state of Minnesota has not adopted any educational and training standards for unlicensed complementary and alternative health care practitioners. This statement of credentials is for informational purposes only.**

Under Minnesota law, an unlicensed complementary and alternative health care practitioner may not provide a medical diagnosis or recommend discontinuance of medically prescribed treatments. If a client desires a diagnosis from a licensed physician, chiropractor, acupuncture practitioner, or services from a physician, chiropractor, nurse, osteopath, physical therapist, dietician, nutritionist, acupuncture practitioner, athletic trainer, or any other type of health care provider, the client may seek such services at any time.”

You as a complementary and alternative health care client have the right to file a complaint with the Minnesota Department of Health:

Health Occupations Program  
Office of Unlicensed Complementary and Alternative Health Care Practice  
Phone: 651-201-3721  
Mailing address: PO Box 64882, St. Paul, MN 55164

Fees are listed online: [www.elevatedmb.com](http://www.elevatedmb.com). Fees are subject to change. Payment is due at the time of service. Adrienne accepts cash, checks, and credit cards. If a check is returned because of insufficient funds, an invoice will be sent to you with an added service fee of \$30. Payment is expected within seven days of receipt. If the payment is delinquent, it will be turned over to a collection agency. Payments for services submitted by therapist directly to insurance companies are subject to a different fee schedule.

Practitioner does not accept partial payment nor waives payment.

Practitioner has the right to bill for missed appointments at her discretion.

Clients have a right to a reasonable notice of changes in services or charges. Notice of such changes will be posted for viewing two weeks in advance.

A combination of therapeutic and relaxation massage techniques and stretches may be applied with the intent to therapeutically promote relaxation, increase blood and lymph movement, reduce pain, increase flexibility and mobility, reduce edema, break up adhesions, stimulate tissue repair, reduce pain, and promote an improved sense of well-being. Products such as massage oil, lotions, and essential oils may be used to assist with the therapeutic effects of the treatment/s.

Please inform your massage therapist if you feel pain or discomfort during your massage treatments.

Clients have the right to complete and current information regarding treatment, assessment, and recommendations of the treatments provided.

Clients have the right to expect courteous treatment and be free from verbal, physical or sexual abuse by the practitioner. Inappropriate touching, sexual contact, or verbal harassment of a sexual nature by an unlicensed complementary or alternative health care practitioner towards a client is prohibited.

Likewise, any illicit or sexually suggestive remarks or advances made by clients will result in immediate termination of the session.

Clients will not be denied services based on race, religion, gender identity, sexual orientation, age, or handicapping conditions.

Client records and transactions with the practitioner are confidential, unless release of these records is authorized in writing by the client, or otherwise provided by law.

Clients have a right to be allowed access to records and written information from records in accordance with sections 144.291 to 144.298.

Clients have the right to know that other services are available in the community. Such information is obtainable through the following website: [www.massageminnesota.com](http://www.massageminnesota.com).

Clients may choose freely among available practitioners and to change practitioners after services have begun, within the limits of health insurance, medical assistance, or other health programs.

Clients have a right to a coordinated transfer when there will be a change in the provider of services.

Clients may refuse services or treatment, unless otherwise provided by law.

Clients may assert client's rights without retaliation.

**I hereby acknowledge receipt of the Client Bill of Rights and any attached documents therein, and I have had the full opportunity to ask any questions I have about this document and my right as a client. I understand my rights as a client.**

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Client signature

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Date