

Welcome Letter

BIRTHDATE

NAME

REG NO

Thank you for your interest in the University of Michigan Hospitals and Health Centers (UMHS) massage therapy program. We are dedicated to providing the best treatment and experience for all patients. Due to the increasing demand for massage appointments and an ongoing waitlist, the following guidelines are now in place to serve you better. – The Massage Therapy Program

Appointments

To make an appointment please call (734) 232-5029. We suggest making your appointment in advance (up to one month). Please feel free to call us at the last minute and we will do our best to fit you in.

Please arrive 5-10 minutes before your scheduled appointment. This will allow enough time for things like paperwork, payment, and discussion of treatment plan. This means that if you are running late for an appointment, your services may be shorter and you will still be charged for the full price of the appointment as scheduled.

Cancellation Policy

A 24- hour notice is required for all cancellations. This allows us enough time to schedule another patient for that appointment time. We try to make courtesy confirmation calls 24-48 hours prior to your scheduled appointment; however it is the patient/client responsibly to write down your appointment and know when it is scheduled.

If you cancel an appointment less than 24 hours in advance, you will be charged 50% of your scheduled session, or a 50% deduction of your gift certificate.

If you do not cancel your appointment and you do not show up for your appointment this is considered a “no- show”. You will be billed 100% of your scheduled appointment, or forfeit your gift certificate.

Please be advised that these fees must be paid before receiving further massage services.

Cellular Phones and Pagers

We ask that you please turn off or silence your cellular phone and pager when you arrive.

Payment

For your convenience, we accept, Mastercard, Visa, Discover, personal checks and cash. For employees of the UMHS we do offer payroll deduction.

Gift Certificates

Gift certificates are non- refundable

Gratuity/Tips

Gratuities/Tips are not accepted

Donations

We do accept donations that are used to give complimentary massage therapy coupons to the Child and Family Life programs. These programs help children and families here at UMHS.

Please visit our website at www.med.umich.edu/massage for more information.