



RanDee Anshutz Nutrition and Massage Therapy, LLC
DBA Synergy Health and Wellness
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541-323-3488
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We use clinical expertise and provide clients with professional, therapeutic, clinical massage and evidence based nutrition counseling. The following policies and procedures have been adopted to aid in offering an outstanding experience to all massage and nutrition therapy clients as well as to be respectful of each others time.

Rescheduling: As a courtesy, please give at least 24 hours notice prior to rescheduling any appointment. Appointments cancelled less than 24 hours in advance will be subject a 50% cancellation fee. Please note that insurance companies do not reimburse for late cancellation or no-show fees, so this cost will be client responsibility.

No show: Client may be charged the complete session rate for a no-show. Please note that insurance companies do not reimburse for late cancellation or no-show fees, so this cost will be client responsibility.

Late: Late arrivals may not receive extension of scheduled appointments. In special cases, and when schedule will allow, we may be able to accommodate a partial or full appointment. The original reservation fee will be charged.

Therapist cancellation: If your provider must cancel a session, you will be given 24 hours notice whenever possible, and the opportunity to complete your appointment with an alternate provider in our clinic.

Payment: Payment will be collected at the time of service. Cash, Check, or Credit is accepted. Client will be responsible for any returned check fees. See attached financial policy for more information on rates and fees.

Confidentiality: Client privacy and confidentiality will be upheld at all times. All practices are HIPAA compliant.

Guarantees: We are dedicated to serving each individual's needs to the best of our ability, if you are ever dissatisfied with a treatment for any reason please contact RanDee Anshutz. Office [541-323-3488](tel:541-323-3488) email randeeanshutz@gmail.com.

Safety: If client or therapist's safety or boundaries are compromised at any time the session may be terminated at the client or therapists discretion.

Substance Use/Health History: Alcohol and drugs can significantly reduce the benefits of massage, and may even cause harm. Therefore, if you come to a session under the influence, we may refuse to offer services, and you will be charged in full for the session. It is the responsibility of the client to keep the massage therapist informed of accurate health history and any medical treatment currently being taken.

Communication/Informed Consent: Prior to each session we will discuss your needs and explain the modalities and treatment plan. Your participation shows that you have a clear understanding of what will be treated during your session and that you consent to those modalities and techniques being performed. Please do not hesitate to inform me if you are uncomfortable or require an adjustment at any time.

Scope of practice: Our massage therapists are licensed massage therapists (LMT) who upholds the highest standards of the American Massage Therapy Association and the Oregon Board of Massage Therapists. Our nutritionists are registered dietitians (RD) who uphold the highest standard of the Academy of Nutrition and Dietetics, the Commission on Dietetic Registration, and the state of Oregon Board of Licensed Dietitians. We only provide services for which we're qualified. If unable to provide the support you need, we will refer you to the appropriate, trusted professionals.