



Client Policies

Preparing for your Appointment

When you schedule your first appointment/class with the Center, we will send you documents that you should fill out and bring to your appointment. The packet will also include our client policy, directions/parking and general information about the Center.

Please read all this information thoroughly. Any of our associates would be happy to answer your questions over the phone or when you arrive for your appointment.

Health History

In order to provide the most comprehensive wellness services, our practitioners need an accurate health history for every client. This information will be collected at your first visit to our office. In addition to the health history, you will need to sign a waiver stating you certify that you accurately completed the paperwork. It is important that you update your health history as needed. You will be asked to update your health information with each visit (nothing will be noted if nothing has changed).

Arriving Late

If you arrive late, your massage will still end at the scheduled time. If you are more than 15 minutes late, you may be asked to reschedule your appointment and pay 50% of the fee of your "missed" appointment.

"No Show"

If you need to miss an appointment, we ask that you call/email our office as soon as possible. If you miss an appointment without contacting our office within 24 hours, you will be invoiced for that appointment at the full fee of the massage.

If you miss 2 or more appointments we will require you to purchase a gift certificate for your next appointment.

Re-Scheduling: Being Ill and Emergencies

As stated above, if you need to miss an appointment we ask that you call/email our office as soon as possible. You should not come to the Center for an appointment if you are ill (including but not limited to: fever, nausea/vomiting, pink eye, strep throat, ring worm, etc...). If our practitioners feel that you are too ill for your appointment when you arrive, you may be asked to re-schedule your appointment.

Although unfortunate, we know that emergencies happen. If you have an emergency and will not make it to your appointment, please do not worry! Please call or email our office at your convenience to touch base and re-schedule your appointment (without penalty).

Babies and Children

As a family wellness center we know it isn't always easy to schedule an appointment and make arrangements for your child(ren). We welcome your children at our facility! We ask that you consider these guidelines when planning your visit:

Massage

Our massage therapists welcome all breastfeeding children.

Private Appointments/Classes and Group Classes/Workshops

Most class descriptions include information about infants, toddlers and children.

Many classes allow you to bring your infant and breastfeeding babies up to 9 months.

Payment Policy

Payment is expected at the time of service.

Bounced Check Fee \$30.00

Payment plans are available for doula services and combining services.

Gratuity

It is our hope that you feel well taken care by our faculty and staff at The Hopewell Center. It is our goal to provide excellent client care from our specialist practitioners.

That said, we do not expect gratuity in any form.

If you feel you must show your thanks through gifts, you may consider..

- Making a donation to The Hopewell Foundation. The Foundation provides grants to families who can not afford The Hopewell Center services, scholarships to practitioners for continuing or advancing their education and supports community perinatal education with free programs and exhibits. Your donation is tax-deductible and allows the Center to reach out to our Central Ohio community.
- Non-traditional gratuity... volunteering to staff community event booths, flat of flowers...wine...restaurants close to the center, books/videos about pregnancy/childbirth/parenting (list in the office), something HOMEMADE!

Prescriptions: An easy thing to do to save money!

The Hopewell Center for Perinatal Services DOES NOT require a prescription for any service, class or consultation. However, we recommend that you get a prescription for any/all of the services the Center provides. A prescription can save you money!

** For the services that require sales tax, your tax is eliminated with a prescription.

** You can submit a copy of the prescription, service/class invoice and a description of services/class to your insurance for reimbursement. Many plans are now partially covering services like these with proper documentation.

*** You can also submit the prescription and the service/class invoice to your Health Savings Account (through your health insurance plan) or Health Flexible Spending Account. (The Center accepts HSA and HFSA debit cards and checks as payment.

Pregnancy Massage

Most hospitals, spas and independent Licensed Massage Therapists require a prescription in order to provide massage to pregnant women. Our LMT's DO NOT require a prescription for this service. There are certain conditions that are not conducive to pregnancy massage. If you are considered High Risk please discuss the pros and cons of pregnancy massage with your physician or midwife.

When you have a prescription, you will not be charged sales tax for your service. You will save about 7% (approximately \$4.55 for a 60 minute massage; \$5.95 for a 90 minute massage!)

You may ask for a prescription for a pregnancy massage from your Ob/Gyn, Certified Nurse Midwife (CNM), Licensed Nurse Practitioner, Family Practice Physician, chiropractor, dentist,

Non-Pregnancy Massage

You too can save on the sales tax with a proper prescription. You may ask for a prescription from any doctor, licensed nurse practitioner, family practice physician, chiropractor, dentist,

Doula Services

Like massages, doula services are taxable in Ohio. Most doulas, including the doulas at The Hopewell Center, charge a global fee that includes tax. When you present a prescription for doula services between the time you sign the doula agreement and before the delivery, you will be issued a credit for \$25.00. The credit can then be used toward other services/classes at The Hopewell Center or reimbursed at the end of service.

You can ask for a prescription for Doula (Antepartum, Labor or Postpartum) Services from your Ob/Gyn, Certified Nurse Midwife (CNM), Licensed Nurse Practitioner, Family Practice Physician or Pediatrician.

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