

Phyllis Emma Wolf, COE, OMT
Dipl. ABT. (NCCAOM®) 23450
WI 3241-146 & WI 2658-86
BodyWorks, Asian Bodywork Therapies LLC
10411 State Highway 27, POB 1333
Hayward, WI 54843
715-934-2014

Client Bill of Rights

- (1) BodyWorks Practitioner
Phyllis Emma Wolf, Diplomate in Asian Bodywork Therapy (NCCAOM) 23450, Wisconsin Licensed Massage Therapist and Bodyworker (3241-146), Wisconsin Licensed Aesthetician (2658-086).
- (2) Wisconsin Statutes and Administrative Code
The State of Wisconsin has adopted minimum educational and training standards for licensed massage therapists and bodyworkers. The Practitioner has surpassed the required amount of classroom training to satisfy the State of Wisconsin licensing requirements under RL 91 and Ch. 460.
Under Wisconsin Statutes subchapter XI 440.98, a licensed or registered massage therapist or bodyworker may not provide 1. medical diagnosis, 2. instruction or prescribe rehabilitative strengthening or conditioning exercises that are within the practice of physical therapy, as defined in s. 448.50 (4).
The State of Wisconsin has adopted 600 clinical education and training standards for aesthetician licensing. The Practitioner has surpassed the required amount of classroom training through a school of aesthetics licensed under s.440.62(3)(a) and completes a minimum of 100 continuous education hours annually.
- (3) BodyWorks Business Address

Mailing Address:	Physical Location:
P. O. Box 1333, Hayward, WI 54843	10411 State Highway 27 in Windmill Square
(715) 699-3277 (M)	(715) 934-2014 (O)
- (4) Complaint Process
As a client, you have the right to file a complaint with BodyWorks, either in person, by phone or in writing.
- (5) As a client, you also have the right to file a complaint with the State of Wisconsin Department of Safety & Professional Services, P. O. Box 8935, Madison, WI 53708-8935, Tel (608) 266-2112, dsps@wisconsin.gov.
- (6) Fees
The studio hourly rate for services is \$100.00 per hour. Fees for specialty services are available at the website www.HealingGroundHayward.com. Services do not include tax.

BodyWorks expects payment for services at the time of client intake. In the event of client cancellation, 12-hour notice is required. Clients who either fail to cancel 12 hours in advance or who fail to arrive for their scheduled appointment will be billed the full appointment price. Insurance and most HMOs generally do not cover bodywork services.
- (7) Notification of Service or Fee Changes
As a client, you have the right to reasonable notice of changes in service or charges. BodyWorks shall notify Clients in writing regarding fee changes at least one month prior to a change.
- (8) Services
BodyWorks uses tongue and pulse assessment along with client intake to individualize a bodywork session to address client indications. The practitioner may use Kaneko Shiatsu Anma, Gua sha, Qigong, Nuad Bo'Ram, and Ampuku during the course of a bodywork or massage session.
- (9) Services Rendered
As a client, you have the right to complete and current information concerning the practitioner's assessment and recommended service that is to be provided, including the expected duration of the service to be

provided.

- (10) Quality of Services Rendered
As a client, you have the right to expect courteous treatment and to be free from verbal, physical, or sexual abuse by the practitioner.
- (11) Client Confidentiality
Your client records and transactions at BodyWorks are confidential unless the release of these records is authorized in writing by you, or otherwise provided for by law.
- (12) Access to Client Records
As a client, you have the right to request access to your client records at BodyWorks. Requests must be submitted in writing to BodyWorks. Records may be reviewed by appointment. Copies will be provided within 24 hours with a minimum \$5.00 administrative fee and \$.25 per copied page.
- (13) Disciplines Unavailable at BodyWorks
The Wisconsin Northwoods area offers complementary and alternative health care practices with therapists from a variety of disciplines. For further information on services not offered by BodyWorks, please consult the Hayward Area Chamber of Commerce or the Cable Chamber of Commerce.
- (14) Practitioner Change
As a client, you have the right to choose freely among practitioners and bodywork styles available and to change practitioners at any time.
- (15) Provider Change
As a client, you have the right to coordinated transfer when there will be a change in the provider of services.
- (16) Right of Refusal
As a client, you have the right to refuse services or treatment, unless otherwise provided by law (e.g., emergency medical intervention).
- (17) As a client, you may assert these rights without retaliation.

I acknowledge that I have received BodyWorks' Client Bill of Rights,

Client Signature

Date