



Alive and Well Therapeutic Massage **Client Bill of Rights**

I am pleased to provide you with this Complementary and Alternative Health Care Client Bill of Rights in accordance with Minnesota laws, Statute 146A, governing complementary and alternative health care practices.

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

Signature Acknowledgement

By signing this document, you are acknowledging that you have read and understood your rights as an alternative and complementary care client. Please request a copy if you would one for your records.

Name: _____

Date: _____

The following information is required to be supplied under this statute:

Contact Information:

Jean Dehmer
Massage Therapist
612-710-0615

Alive and Well Therapeutic Massage
4700 Lexington Ave. N, Suite C
Shoreview, MN 55126

Supervisor Information:

Jean Dehmer, see above.

Credentials:

The state of Minnesota has not adopted education and training standards for unlicensed complementary and alternative health care practitioners. This statement of credentials is for information purposes only.

Minneapolis School of Massage and Bodywork
- 168 hour Massage Practitioner Program

CenterPoint Massage and Shiatsu School and Clinic
- 720 hour Therapeutic Massage Program

You have a right to express concerns and file complaints:

A complementary and alternative health care client has the right to file a complain with the business owner or supervisor, if any, and the Office of Complementary and Alternative Practice (OCAP).

To file a complaint with the business owner, contact the supervisor listed above with a written complaint. Written complaints will be responded to in writing within two weeks of receipt.

To express a concern with the state of Minnesota, contact the following office:

Minnesota Department of Health - Health Occupations Program
Office of Complementary and Alternative Practice (OCAP)
P.O. Box 64882
St. Paul, MN 55164-0882

Phone: 651-201-4200 Fax: 651-201-3839

<https://www.health.state.mn.us/facilities/providers/compalt/docs/ocapbroc2016.pdf>

You have a right to be aware in advance of the fees charged:

Fees are payable at the time of service. If you are unable to pay the full fee at the time of service, a payment plan can be arranged. This plan must be agreed to in writing before services are provided. In order to receive services, you must be current with your payment plan.

The following fees charged by Alive and Well are effective September 1, 2025:

30 Minute Session	\$60*
60 Minute Session	\$90*
90 Minute Session	\$115*

*Taxes not included. A tax of 7.385% will be added to the amount.

You have a right to notice of changes:

You have the right to reasonable notice of changes in services or charges, and you will be notified of changes prior to them taking effect.

You have a right to be given a summary of our approach:

Sessions are customized for each individual and may include Swedish, Eselan and Deep Tissue work.

You have a right to complete and current info:

You have the right to complete and current information concerning my assessment and recommended service, including the expected duration of the services to be provided. If you have any question, please ask.

You have a right to courteous treatment:

You may expect courteous treatment and to be free from verbal, physical or sexual abuse.

You have a right to expect confidentiality:

Your records and transactions with Alive and Well are confidential. This information will not be released unless you authorize release in writing, or unless a release is required by law.

You have a right to access your records:

You are allowed access to records and written information from the records in accordance with section 144.292 of Minnesota Statutes.

You have a right to select and change your massage practitioner:

You may choose freely among available massage practitioners in the community and may change practitioners after services have begun, within the limits of health insurance, medical assistance or other health programs. If these services are covered by your health insurance, medical assistance plan or other health program, you should direct all questions about coverage to your health insurance provider.

You have a right to a coordinated transfer should you choose to switch providers:

If you change practitioners, you have the right to our assistance in coordinating this transfer to another practitioner.

You have the right to refuse services:

You are free to refuse services or treatment unless otherwise provided by law.

You have a right to assert these rights without retaliation:

You may assert your rights described in this bill of rights at any time without retaliation.