



Massage Therapy Policies

Payment Policy:

So that we may continue to offer the massage program at Boston Medical Center, we ask that you provide payment at the time of your appointment based on what you are able to pay. This is known as a sliding scale, which means that you will be asked to contribute as payment only what you are able to afford at the time of appointment. **BMC patients: for an hour-long massage, we recommend that you pay between \$10 and \$50.** If you are unable to pay the sliding scale minimum, you must complete a hardship application at your time of appointment. This form will be reviewed to determine your eligibility for no-cost services. Please inquire at (617) 414-6795 for more details.

At this time, the clinic is able to accept only cash or check as payment. Please make all checks payable to "Department of Family Medicine, BMC". Envelopes are made available in the massage room. Please pay at the end of your appointment.

We ask that you arrive 10 minutes before your scheduled appointment so that you may check in with the front desk. New patients will be required to complete a client intake form.

Cancellation Policy:

Your missed appointment is a missed opportunity to extend a visit to someone in need. **If you need to cancel, you must do so by 8:00 am on the day of your appointment.** You can cancel your appointment by calling (617) 414-6795. Please leave a message if you are unable to reach someone. ***Appointments cancelled after 8:00 am on the day of the appointment time will be counted as a no-show.***

We have a strict cancellation and missed appointment policy. ***If you miss an appointment 2 times without calling the office by 8:00 am, you will be unable to schedule a massage for six months.***