

Mildred Elley Massage Therapy Program Student Clinic Manual



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WELCOME!

This manual was designed to provide you with important information for a successful clinic experience.

Begin with the Table of Contents and you will see a general listing of what this manual contains. It is a requirement that you read through the manual before you see your first client. You need to sign the form that states you understand its contents, and that you are responsible for the information herein.

Always ask your clinic instructor questions if you are unsure about anything. This includes material in this manual and situations that may arise during your clinic experience. The Clinic Experience is your time to become accustomed to helping clients with varying health issues and lifestyles while working in a professional environment. It is an opportunity to apply what you have learned, build confidence, and learn new techniques, communication skills, and professionalism.

It is important you address your clients appropriately and work with your fellow students and your clinic instructor to maintain a professional and comfortable environment. This will all be outlined more specifically later in the manual.

For now, good luck and don't hesitate to contact your clinic instructor or the Department Chair should you have questions or concerns.

Congratulations and Welcome to Your Clinic Experience!

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DEFINITION OF MASSAGE THERAPY

Massage therapists are licensed health professionals who apply a variety of scientifically developed massage techniques to the soft tissue of the body to improve muscle tone and circulation.

Massage therapists work to enhance well-being, reduce the physical and mental effects of stress and tension, prevent disease, and restore health.

Massage therapists use many different massage techniques and methods. These include the following, among others:

- Swedish Massage
- Medical Massage
- Shiatsu
- Connective Tissue Massage
- Amma
- Neuromuscular Massage
- Tuina
- Reflexology
- Acupressure
- Polarity Therapy

Source: <https://www.op.nysed.gov/professions/massage-therapy/laws-rules-regulations/article-155>

Definition of Practice of Massage Therapy - Education Law, Section 7801

The practice of the profession of massage therapy is defined as engaging in applying a scientific system of activity to the muscular structure of the human body through stroking, kneading, tapping, and vibrating with the hands or vibrators to improve muscle tone and circulation.

General Requirements

This page covers the basic requirements and procedures to follow in applying for a license as a massage therapist in New York State. Any use of the title "massage therapist" or "masseuse," "masseur," or any derivation of the title, within New York State, requires licensure as a massage therapist.

To be licensed as a massage therapist in New York State you must:

- be of good moral character;
- be at least 18 years of age;
- meet education and examination requirements;
- meet experience requirements (if applicable);
- be a United States citizen or an alien lawfully admitted for permanent residence in the United States (USCIS I-551 Status/"Green Card."); and
- have completed a course in Cardiopulmonary Resuscitation (CPR) within three years prior to licensure.

In addition, an applicant must also submit evidence of English proficiency (if applicable). There is an experience requirement only for massage therapists licensed in another jurisdiction who seek licensure by endorsement.

Submit an application for licensure and the other forms indicated, along with the appropriate fee, to the Office of the Professions at the address specified on each form. It is your responsibility to follow up with anyone you have asked to send us material.

The specific requirements for licensure are contained in Title 8, Article 155, Section 7800 of New York's Education Law and Part 78 of the Commissioner's Regulations.

You should also read the general licensing information applicable for all professions.

Source: <https://www.op.nysed.gov/professions/massage-therapy/license-requirements>

Please visit <https://www.op.nysed.gov/massage-therapy> for Massage Therapy Guide to Practice and the most current information and regulations for massage therapy in NYS.

It is essential you become familiar with and abide by the rules and regulations therein.

MASSAGE THERAPY GUIDE TO PRACTICE

NYS Guidelines for Practice

Communication

- Massage therapists will accurately inform patients/clients, other health care practitioners and the public regarding the scope of their discipline and will represent their personal qualifications honestly, including education, experience, and professional affiliations upon request or in advertising.
-

Providing Treatment

- Massage therapists will have a sincere commitment to provide the highest quality of care to those who seek their professional services and will provide only those services which they are qualified to perform.
 - Massage therapists will provide treatment only when there is a reasonable expectation that it will be advantageous to the patient/client. The therapist will acknowledge the limitations, precautions, and the contraindications for their practice, and will refer patients/clients to other licensed health care professionals when the patient's/client's needs are outside of the therapist's scope of practice.
 - Massage therapists will conduct their business and professional activities with honesty and integrity, and will act with respect toward colleagues, including all other health professionals.
 - Massage therapists will avoid any interest, activities, or influences which might conflict with their obligation to act in the best interest of their patients/clients.
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Confidentiality

- Massage therapists will safeguard the confidentiality of all patient/client information, including patient/client records, unless disclosure is required by law or court order. Any situation which requires the revelation of confidential information should be clearly delineated in records of massage therapists.
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Consent

- Massage therapists will respect the patient's/client's right to an informed and voluntary consent for the release of patient/client information. Massage therapists will obtain and keep a record of the informed consent of the patient/client, or, in the case of a minor, of the person in parental responsibility before releasing information, unless required by law to do so.
 - Massage therapists will respect the patient's/client's right to refuse, modify or terminate treatment, regardless of prior consent for such treatment.
 - Massage therapists will not cause the patient/client more pain than the patient/client is willing to accept, nor will they exert any psychological pressure to induce the patient/client to accept a level of pain higher than the patient/client has expressly agreed to experience.
 - When massage of breast tissue is therapeutically indicated, the female patient/client must be fully informed and give consent before the therapist undrapes the breast for treatment.
-

Boundaries

- Massage therapists will respect the patient's/client's boundaries with regard to privacy, exposure, emotional expression, beliefs and reasonable expectations of professional behavior. Therapists will respect the patient's/client's autonomy.
 - Massage therapists will avoid exerting undue influence on patients/clients and will never engage in sexual behavior during the course of the professional relationship. The therapist should not engage in sexual conduct or activities, even if the patient/client attempts to sexualize the relationship.
 - No manipulation of the genital areas is permitted, even at the patient's/client's request.
-

Immoral Conduct

- Massage of genital areas and massage of a patient/client who is not properly draped for massage shall be considered immoral conduct.
 - The practice of massage by a massage therapist who is not properly dressed shall be considered immoral conduct.
 - Draping includes methods used by a massage therapist to protect the modesty, privacy, warmth, and/or comfort of a patient/client using sheets, towels, blankets, or any item that serves this purpose.
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Discrimination

- Massage therapists do not discriminate in providing services to patients/clients based upon culture, ethnicity, age gender, belief, or sexual orientation. Massage therapists may, however, restrict their practice to specific age, gender groups, or to specific conditions as long as this is consistent and not arbitrarily applied.
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Hygiene

- Massage therapists will maintain their premises, including supplies, in a sanitary manner. This includes adherence to techniques of communicable disease control (universal precautions).
-

Competency

- Massage therapists are expected to maintain competency in their practice. This can be done by taking continuing education classes and workshops, and by the independent reading of research and technique materials.
- Massage therapists will not practice under the influence of prescription medication, over-the-counter medication, alcohol, drugs or any other illegal substances which can impair their functioning.

Source: <https://www.op.nysed.gov/professions/massage-therapy/guidelines-practice>

Precautions for Massage/Bodywork Therapy

The following precautions should be observed by Massage/Bodywork therapists when conducting their practice.

Massage/Bodywork therapists should **not** treat a patient or client:

- When the therapist or patient/client is in an altered state of cognitive awareness from the use of prescription, and/or over-the-counter medications, alcohol, or other substances, and the patient/client cannot give informed consent and/or the therapist cannot provide appropriate treatment. Consent for the patient/client may be given by guardians and other caregivers when authorized to do so.
- If a patient/client refuses to give the therapist consent to confer with his or her health care practitioner regarding massage/bodywork therapy when such consultation is essential to the patient's/client's health and safety, the therapist should not treat the patient.

Massage/Bodywork therapists should use caution in treating a patient or client:

- When the therapist or patient/client has a fever or contagious disease;
- If the patient/client is on any medication that would be expected to weaken bone structure and/or connective tissue or lead to enhanced bleeding;
- When the patient/client has edema due to chronic heart failure or kidney failure;
- When the patient/client has decreased sensation, for example, with diabetes;
- If the patient/client has an inflammatory condition in the acute stage;
- When the patient/client has acute phlebitis and/or deep venous thrombosis;
- When the patient/client has had an acute trauma or recent surgery.

Practitioners should observe these guidelines:

- While massage of splint muscles around a swollen joint is appropriate, direct pressure to the joint itself should be avoided.
- Avoid the local site of unstable fractures, open wounds, hematomas, varicosities, recently healed scars, burns, and foreign bodies or implanted hardware.
- In the first trimester of pregnancy, no deep sacral work or abdominal massage should be done.
- If the patient/client has cancer or other tumors or has acute or chronic infection in the skin or deeper tissues, seek the recommendation of the patient/client's physician or nurse practitioner after obtaining the consent of the patient/client.
- If the patient/client is overheated due to hot tub, sauna, or exercise, apply appropriate techniques.

Source: <https://www.op.nysed.gov/professions/massage-therapy/precautions-massagebodywork-therapy>

INTRODUCTION TO THE CLINIC EXPERIENCE

So, you've finally made it here! Congratulations. I know you've worked long and hard to get to this place, but the learning doesn't stop here! This is your opportunity to apply what you have learned in your courses thus far. It is your time to hone your skills and learn how to work with people in varying situations.

Everyone brings different experiences to clinic. Respect your fellow students; everyone has something to contribute to the clinic experience.

Understand the importance of constructive criticism. If your intention is to offer someone advice, be mindful of your approach. While it is essential students receive honest feedback from their clients, keep in mind that students often do not reveal their true feelings to their peers. To avoid situations like this, it is recommended you contact the instructor or Department Chair if you experience a problem during a session with another student or know of an instance where help is needed.

Students should not be leaving clinic with skills that are insufficient to practice under NYS guidelines, and clinic is a time for students to better their skills and learn new techniques. Clinic is also the time you develop and strengthen your professional skills.

If you have an idea or something you want to share with other students, inform the instructor and Department Chair, so everyone can benefit. Perhaps someone draped you and you felt very uncomfortable, it is your responsibility to inform the instructor and Department Chair so this can be addressed but be prepared to have a solution. This is also something that can be recommended for clinic workshops and brought up for discussion and practice.

Clinic is also a time to work on your problem-solving skills and will require you to complete a graded assignment (more on that later). You practice assessment and SOAP note writing as well as research in the field of massage therapy.

Again, we want you to be successful, so now is the time for you to be most aware of your thoughts and actions. Think before you speak, ask before you do something you are unsure of and always ask for help when you need it.

The clinic experience will include various opportunities to learn and enhance your massage therapy skills. You will always be supervised by a NYS-licensed massage therapist. Under no circumstance are the students to provide massage therapy to any individual without a NYS-licensed massage therapist or other individual deemed by NYS to oversee the practice of massage therapy present.

There will be community events where students will work with their instructor or other licensed massage therapists to provide massage therapy to the public at various locations from hospitals to festivals. It is your responsibility to be at all required classes and events as assigned.

ATTENDANCE

We cannot overstate the importance that you attend every single clinic class and assigned event. It is your responsibility to contact your instructor and work out make up hours based on the instructor's or the department chair's availability.

Clinic is a professional experience. You should treat it like work. When you have appointments booked, and you are late for an appointment, you will lose that massage, and it will either be given to someone else or they will be rescheduled, and you will owe not only the hours missed, but also you will owe another massage hour to replace the one missed.

- **All absences require documentation.**
- **Make-up hours are to be completed within 1 week of missed class time.**
- **Only 1 documented miss is allowed, or student will be required to repeat the course.**

Mildred Elley's attendance policy still applies during clinic. Your syllabus also shows a breakdown of grading information that further discusses attendance. It is very important that you talk to your instructor or Department chair if you do not understand the attendance policy.

There should be no pre-planned clinic absences. If you cannot avoid an absence, it is your responsibility to speak with your instructor before that day. Documentation **MUST** be provided for a missed clinic session.

Missing an entire day of clinic will require you to complete 4 one-hour massages, the student is expected to provide the clients for each massage and coordinate a time with a massage therapy instructor, as an LMT needs to be present during massage sessions.

Clinic I/II Make-up Policy:**

Make-up opportunities for clinic I/II will be considered on a situational basis only. It is unprofessional to inconvenience instructors, massage staff members and your client the day of clinic when you call in. If you are ill, it is expected that you must provide a doctor's note stating the nature of the illness and the expected return date to school. If doctor's note is provided, all clinic massages must be made up based on the guidelines above or instructions from your physician's recommended return date if it surpasses the guidelines. If documentation is not provided, it will result in not passing clinic effective of missed day.

STUDENT RESPONSIBILITIES

Working with Your Clients

- You are responsible for completing a minimum of 25 one-hour massages and your clinic hours must also be met as per your syllabus. You will also perform a one-hour massage on an instructor (LMT).
- You are responsible for the information in this manual as well as your syllabus.
- Be on time! Tardiness and absences will result in a lower grade.
 - If you know in advance that you will be absent, inform the clinical instructor immediately and your scheduled clients will be contacted (if applicable).
- Check the appointment book in advance:
- If your client is new to the clinic, upon arrival, she/he will fill out an intake form prior to your consultation. If she/he is a repeat client, familiarize yourself with the intake form before her/his arrival. Allow time to review the client file and discuss the information with your client. This is a crucial time for assessment, a key component of the intake process.
- Following your initial consultation with the client, lead her/him to your treatment room; complete your interview with the client, review the health history form, and ask any necessary questions. Be sure to ask if the client has any questions or concerns, and make it clear she/he may at any time express these concerns throughout the treatment.
- Be sure to tell the client that the clinic instructor will be coming in to observe briefly during the treatment and may also offer assistance as needed.
- Instruct the client (for after you leave the room) to undress to his/her level of comfort, clearly state, and show the client how you'd like him/her to be positioned.
- Use the time your client takes for preparation to write up the treatment plan. If your client has any specific needs or contraindications, utilize your books as well as the resources in the clinic to find the most beneficial treatment. If any serious questions arise, consult with the instructor.
- Wash your hands.
- Upon entering the treatment room, confirm that your client is comfortable, whether she/he is warm enough or too warm. Remember to check in with him/her during the session regarding the pressure of your massage and their overall comfort level.

Student Responsibilities: Working with Your Clients (continued)

- During the session, the clinic instructor will observe your work briefly and may signal to you whether or not you need assistance. From time to time, other students may also observe. It is up to you to communicate effectively with your clinic instructor. If you need assistance, gently let your client know that you are seeking the assistance of your instructor and proceed to leave the room quietly and ask the instructor for help.
- At the end of the treatment, instruct the client to take their time getting up from the table, and you shall return shortly.
- Wash your hands. Don't come out into the waiting area and talk to clients who may be waiting without having washed your hands.
- Instruct the client to fill out the evaluation form and offer him/her some water. Explain the evaluation, put your name on the evaluation form, thank the client for coming, and offer the client an opportunity to schedule another appointment - this is an important step in learning how to build a client base. This is the time to discuss the treatment plan, "homework" and self-care. Include why it would be beneficial for them to receive regular bodywork. Work with your instructor to schedule their next appointment.
- Return to your treatment room immediately to change the sheets for the next client and write your SOAP notes. Do not wait until the end of clinic to complete your paperwork. While your client is filling out the evaluation you should complete your SOAP notes, then discuss the evaluation with the client, and after saying goodbye to your client give all of the paperwork to the instructor to review.
- Once the instructor has given the okay, file the paperwork in the appropriate file folder. Make sure the folder is correctly organized with the most recent information on top. Be sure the health history form(s) are stapled in correct order on the left side of the manila folder and the SOAP notes are arranged in order on the right. This makes reading the file more efficient. Update the most recent health history form if necessary and include your initials and date where you updated.

PROFESSIONALISM

- Being a professional means being on time and prepared for you clients. This means you have arrived before they do, and you have the room set up and paperwork ready for them to fill out. If they are a new client, you have allowed yourself extra time for the interview process.
- Do not keep a client beyond his or her hour appointment; many people have somewhere else to go following the massage session.
- Maintain a kind of respectful formality with clients and patients. Some clients prefer to be addressed by Mrs./Dr./Mr. etc., rather than casually by first name.
- Using good manners is a key element of professional behavior, joking with your clients in the client waiting area is not professional behavior.
- **Do not hang out in the clinic office talking when clients are present. Remember when clients are present, you should be extra careful to guard your comments, personal or otherwise.**
- It is important we look professional. Shirts and pants should be clean and unwrinkled. Unless otherwise noted, you should wear your Mirror Images Spa and Salon T-Shirt with black pants.
- Hair should be neatly groomed and tied back if necessary. Avoid wearing strong perfumes/cologne (if any at all) and **be sure not to smell of smoke**. Also, you may choose to bring a toothbrush to school with you to freshen your breath before massage sessions, but DO NOT chew gum when you are working in clinic.
- Be sure to wear freshly laundered clothing and shower before coming to clinic. Hygiene is a significant aspect of your professional image. If you are coming straight from work or another location, be sure to allow time to freshen up, and change if necessary.

SAFEGUARDING RECORDS AND CLIENT CONFIDENTIALITY

- Client files shall be in a secure location at all times.
- DO NOT reveal a client's name in any way — this is a direct breach of confidentiality.
- DO NOT leave client information on clipboards in the open in the clinic office, such as on a desk or chair in the waiting area. Finish your paperwork from the last client BEFORE working with the new client. Do not have more than one clipboard with client information at a time.
- Take the client file folder with you to your treatment room and file it after you have completed your notes. Use a blank one and fill it out after you have the client history for new clients.

When handling personal health-related information, Massage Therapy Students shall not:

- Examine documents containing personal health-related information unless required in the course of their responsibilities.
- Remove from the clinic, department, or unit — or copy — such documents or computer data unless acting within the scope of assigned duties.
- Discuss the contents of such documents or computer data with any person unless that person has authorized access.
- Discriminate, abuse, or take adverse action directed toward a person to whom personal health-related information applies.

ALL IN A DAY'S WORK...

Paperwork/Files

- After completing SOAP notes, make a client folder (last name, first name) –unless it is a repeat client and file it AFTER you received feedback from your instructor.
- Client evaluations should be filed in your student binder.

Cleaning up clinic

Before leaving, a **group effort** is to be made to:

- ✓ return any borrowed items to their respective room or person.
- ✓ throw away all used paper cups and other garbage and place the garbage, in a closed bag outside of the clinic door.
- ✓ organize the shelves and work areas.
- ✓ set up clipboards for the next class.
- ✓ make sure there are enough forms for everyone (40 each).
- ✓ clean other areas such as the office or bathroom.
- ✓ Bring laundry upstairs and place in blue bin. Bring new linens down to replace those used.

Treatment Rooms

- ✓ Wipe down treatment tables with cleaning solution after each client.
- ✓ Wipe clean all supplies (oil and lotion bottles too!).
- ✓ Used linen should be placed in the laundry bag at the back of the clinic. ***Linen that was not fit to be used should be placed separately and not mixed with other linen.***
- ✓ Set up the treatment room for the next clinic appointments.
- ✓ Turn off A/C/Heat, any equipment used, lights, and CD players at the end of the clinic.
- ✓ All CDs need to be returned to their respective cases and cleaned gently with tissue if needed.

These are requirements to being a student in clinic and are part of your overall evaluation.
Your participation is critical.



STUDENT GRADING RUBRIC

For the Mildred Elley Massage Therapy Program

ASSESSMENT/INTAKE...../25 POINTS

1. Health History: Student updates every time and reviews with client
1 2 3 4 5

2. Subjective Information: Student demonstrates critical thinking through additional questioning
1 2 3 4 5

3. Body Reading/Gait Analysis: Student uses assessment tools to determine causes of dysfunction
1 2 3 4 5

4. Palpation: Student uses effective palpation techniques to assess the tissue
1 2 3 4 5

5. Documentation: All information relevant to assessment and treatment plan is properly documented
1 2 3 4 5

CLIENT COMMUNICATION..... /25 POINTS

6. Student spends appropriate amount of time conducting client interview
1 2 3 4 5

7. Student faces client during the interview and makes frequent eye contact
1 2 3 4 5
8. Student uses open- and closed-ended questions to help keep client focused on interview
1 2 3 4 5
9. Student listens carefully and asks specific questions related directly to assessment
1 2 3 4 5
10. Student communicates the intentions of the massage session clearly and gives client clear direction to undress to their comfort level and position themselves on the massage table
1 2 3 4 5

PROFESSIONALISM...../25 POINTS

11. Student is dressed appropriately for clinic
1 2 3 4 5
12. Student observes proper hygiene standards as well as dress code policy
1 2 3 4 5
13. Student greets and leaves the client in a professional and courteous manner
1 2 3 4 5
14. Student observes HIPAA regulations
1 2 3 4 5
15. Student works as part of a team (Helping fellow students, cleaning, refilling forms, lotion and oil bottles, etc.
1 2 3 4 5

S.O.A.P. NOTES..... /25 POINTS

16. Subjective Information: Student includes written information taken from the Intake Form and information gathered during interview

1 2 3 4 5

17. Objective Information: Student uses observation and palpation and effective questioning to gather objective information

1 2 3 4 5

18. Treatment Plan: Clearly outlines steps student therapist will follow during the massage based upon Subjective and Objective information

1 2 3 4 5

19. Assessment: Clearly describes the duration and application of massage and the client's responses in detail

1 2 3 4 5

20. Plan: Give the client appropriate recommendations based on Subjective, Objective, and Assessment information; uses referral when necessary

1 2 3 4 5

Instructor Comments:

Student Comments:

FINAL EVALUATION FORM

Assessment/Intake: _____/25

Client Communication: _____/25

Professionalism: _____/25

S.O.A.P. Notes: _____/25

Instructor Comments:

Student Comments:

STUDENT SIGNATURE FORM

Mildred Elley Massage Therapy Program Manual for Student Clinic

Signing this document signifies that you have received, read, and understood the Mildred-Elley college handbook for student clinic. You are responsible for all of the information contained in the student manual.

___ All of my questions have been answered to my satisfaction.

___ I have no questions.

Student Signature

Date

Instructor Signature

Date

CONFIDENTIALITY SIGNATURE FORM

I have read the above and reviewed the section on Confidentiality in Mildred-Elley college's Manual for Student Clinic, and I understand my responsibilities in maintaining the confidentiality of personal health-related information.

I understand that these policy and procedure items and protocols are based on New York State public health laws and specific regulations relating to the practice of the of the Massage Therapy profession.

I understand that violation of confidentiality statutes and rules could lead to disciplinary action or criminal prosecution.

Student Signature

Date

Instructor Signature

Date