

Clinical Settings

Preamble

Massage is the manual manipulation of soft tissue and includes holding, causing movement, and/or applying pressure to the muscles, tendons, ligaments and fascia. It is applied to patients experiencing sub-acute and chronic pain, stress and anxiety, and in the prevention, rehabilitation and maintenance of health conditions.

Depending on the application, a massage treatment may be delivered in a variety of clinical settings.

The Massage & Myotherapy Australia's (Association) Clinical Settings Position Statement is designed to facilitate best practice for client care during treatment and to provide optimal client quality, dignity, safety and privacy.

Aim

This position statement is to serve as a context to therapists to assist practitioners, training providers, health funds and consumers. This document outlines the Associations position on the minimum requirements for settings in which clinical therapeutic massage services are delivered. This statement supports the delivery of clinical therapeutic massage services in a professional environment, mindful of the privacy, comfort and safety of clients and practitioners. The document also serves as platform from where the National Education and Ethics Committees can make an informed determination in relation to any complaints that arise.

This position statement should be read in conjunction with the Associations Code of Ethics and Standards of Practice. It is intended to work alongside current formal training in massage, remedial massage, advanced diplomas and degree levels of musculoskeletal education.

The Associations Board of Directors serves to protect both the membership and the public by adopting this position statement which is resolutely linked to the overall policy of the Code of Ethics and the Standards of Practice.

Process

Regardless of the physical setting a set of general principles apply, including:

- Clients must be able to readily and without obstruction access and exit the clinic environment.
- All applicable local, State and Commonwealth legislation, regulations and standards are to be complied with, including:
 - Privacy and confidentiality
 - Anti-discrimination / disability
 - Hygiene and infection control
 - Workplace Health and Safety

The safety of clients and practitioners is a primary consideration.

Clinical settings must support the primary focus of delivery of quality therapeutic massage services.

Position Statement

Therapists delivering services in clinical setting must be suitably qualified and properly insured for the services they deliver

Table of settings

Clinical settings in a variety of contexts are described below. Ensuring these things are in place is considered the practitioner's responsibility, or their employer's as may be relevant. For corporate, mobile or sporting event settings it is the practitioner's responsibility to assess the suitability of in-place environments and adjust their services accordingly, or decline services if the risk to themselves or clients is unreasonable.

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
Space(s) in a business premises designed for the delivery of clinical services to clients	Space(s) in a private home used for the delivery of clinical services to clients	Space(s) where clinical services are delivered to clients in a location of the client's choice	Space(s) at sporting events and/or venues where clinical services are delivered to clients

Focus of Activity

The provision of high quality therapeutic massage

Practitioner Validation

The following documents must be available

- Qualifications
- Professional Association Membership
- Certificate of Business registration

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
On Display		Available for client inspection at point of service delivery	

Client Records

Any personal information about clients including contact details, medical histories and treatment records.

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
Stored at all times in a secure manner such as a lockable filing cabinet or electronic storage with password restriction		Stored in a closed file that remains in the control of the practitioner throughout the service delivery. Conditions for clinic rooms and home-based settings apply to the location these records are kept outside of the clinical setting.	
All records are to be maintained in English			

Payment Methods

The following applies to all settings;

- Electronic banking facilities must comply with provider terms and conditions
- Cash handling should be safe and secure
- Official receipts must be provided for all monies received
- Clients should be informed of cancellation policies and procedures

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Physical Environment

The following applies to all settings;

- All electrical equipment should be regularly tested and tagged for safe operation and all exposed cords covered or taped to minimise trip hazards.
- Young children or people under the care of others should not be left unsupervised.
- Adequate fire suppression equipment in a visible, easily accessible location and properly maintained.
- Legible, easily accessible and current emergency evacuation / procedure document or sign to be displayed.

Linen Handling

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
<ul style="list-style-type: none"> • Linen stored in a closed cabinet free from dust and airborne contaminants. • Linen to be used only once per client then laundered on a daily basis. 		<ul style="list-style-type: none"> • Linen transported to the site in a manner that ensures its cleanliness at time of use. • All used / soiled linen to be safely stored and transported from the site. • Linen to be used only once per client then laundered on a daily basis. 	

Waiting/ Reception Area

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
<ul style="list-style-type: none"> • Spotlessly clean, free from allergens, and properly lit. • Chair provided that is not exposed to weather and is positioned out of line-of-sight to the treatment space/room. • Fresh drinking water provided. • Appropriate reading or other promotional material available. • Separate space for administration and payment processing. • Secure storage of client records 		<p>Corporate</p> <ul style="list-style-type: none"> • Clean, free from allergens, and properly lit • Chair provided • Fresh drinking water provided • Secure storage of client records <p>Mobile Not applicable</p>	<p><i>If treatment is to be provided in change room or multipurpose gymnasium:</i></p> <ul style="list-style-type: none"> • Chair provided • Fresh drinking water provided • Clean, free from allergens, and properly lit <p><i>If treatment is to be performed in high performance centre or similar with allocated clinical space:</i></p> <ul style="list-style-type: none"> • Chair provided • Fresh drinking water provided • Secure storage of client records

Treatment Room/Room

All settings must be well lit, ventilated with appropriate heating and cooling options plus;

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
<ul style="list-style-type: none"> • One massage table with head or arm rest • One chair for client support whilst dressing / undressing • One bolster or equivalent 		<ul style="list-style-type: none"> • Massage equipment as appropriate to the services to be delivered • Massage mediums (oil, cream, balm, talc, etc) • Clock or other timing device 	



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<ul style="list-style-type: none"> • One stool • Massage mediums (oil, cream, balm, talc, etc) • Clock • Box of tissues • Closed lid rubbish bin • Coat hanger • Antibacterial wipes • Closable door to respect client privacy • Floor covering appropriate to the nature of clinical services to be delivered 	<ul style="list-style-type: none"> • Box of tissues • Rubbish bin with closed lid or other secure waste storage method • Antibacterial wipes • Floor covering appropriate to the nature of clinical services to be delivered
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Client Amenities

Clinic Room	Home-Based	Corporate/Mobile	Sporting Event
<ul style="list-style-type: none"> • Clean and presentable • Toilet paper provided • Door to cubicle lockable from the inside • Running warm and cold drinkable water • Appropriate hand drying materials / options such as hand dryer or paper towels • Separate sink for cleaning of equipment and/or disposal of liquids <p>It is recommended toilet amenity is easily accessible to clients, and therapists must have control of hygiene standards at all times. Shopping centre amenities are considered a hygiene risk to clients due to poor infection control</p>	<p>Per clinic room plus:</p> <ul style="list-style-type: none"> • Personal prescription and non-prescription medications must be locked in a cabinet and/or not stored in the bathroom 	<ul style="list-style-type: none"> • Therapist must assess on arrival at client's premises, and prior to treatment that the amenities are clean, presentable and free from obstructions • Running warm water • Appropriate hand drying materials / options such as hand dryer or paper towels 	<ul style="list-style-type: none"> • Therapist must assess on arrival at clients premises, and prior to treatment that the amenities are clean, presentable and free from obstructions • Running warm water or use of anti-bacterial hand sanitizer • Appropriate hand drying materials / options such as hand dryer or paper towels • If table/plinth is provided by sporting team/club, it must be height adjustable • If no table/plinth is provided and treatment is to be provided on the ground then the therapist must assess risks and any hazards

Other Documents

Code of Ethics and Standards of Practice
Position Statement - Informed Consent

ⁱ Code of Ethics and Standards of Practice