

1. PRE-TREATMENT PREPARATIONS

1.1. Clinic Room set up for Reflexology treatments

- 1.1.1. A room with great ambience, lighting and visual appearance
- 1.1.2. A room with good ventilation
- 1.1.3. A room that is warm and dry
- 1.1.4. Treatment table set at right comfortable height
- 1.1.5. Good supple of towel
- 1.1.6. Comfortable pillows for patient
- 1.1.7. Face towel for patient's eyes
- 1.1.8. Bowl for foot bath
- 1.1.9. Supple of foot bath herbs
- 1.1.10. Supple of post treatment foot oils or and lotions
- 1.1.11. Access to hot water for baths

1.2. Administration

- 1.2.1. Clear, easy to read, short and client information form
- 1.2.2. Efficient contact means (email, websites and phone)
- 1.2.3. One day prior, text message appointment reminders
- 1.2.4. Comfortable, light, tidy and clean waiting room
- 1.2.5. Effective follow up protocols eg. Get in contact with the patient to check on how they are after the treatment, email clinic offers and events etc.

1.3. Treatment interviews

- 1.3.1. Collect relevant client information
- 1.3.2. Make a treatment strategy plan with patients.
- 1.3.3. Explain to the patient what you intend to do and how the treatment will be conducted.

1.4. Post treatment follow up

- 1.4.1. Book next treatment date
- 1.4.2. One day after treatment follow up text message or emails
- 1.4.3. Remember patients birthdays and at Christmas and New year