

Clinical Settings

Preamble

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.

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

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 massage services are delivered. This statement supports the delivery of clinical massage services in a professional environment, mindful of the privacy, comfort and safety of clients and practitioners. The document also serves as a 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 Practice¹. It is intended to work alongside current formal training in massage, remedial massage, myotherapy and degree levels of health sciences/myotherapy 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 massage services.

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

Where a myofascial dry needling (MDN) service is provided, in a clinic, home-based, mobile or corporate setting this Position Statement should be read in conjunction with the Associations Myofascial Dry Needling Guidelines for further information specific to the MDN modality.

Clinical settings

Clinical settings in a variety of contexts are described below. Ensuring these aspects 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 the environment 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 suitable location provided by the client	Space(s) at sporting events and/or venues where clinical services are delivered to clients

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

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
- First Aid Kit accessible at all times.

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 as soon as possible. • Separate enclosed storage for used linen. 		<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 as soon as possible. • Separate enclosed storage for used linen. 	

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. Separate space for administration and payment processing, eg desk away from massage table, can be in the same room or in reception area. Secure storage of client records 		<p>Corporate</p> <ul style="list-style-type: none"> Clean, free from allergens, and properly lit Chair provided Secure storage of client records <p>Mobile</p> <p>Not applicable</p>	<p>If treatment is to be provided in change room or multipurpose gymnasium, clinical settings guidelines to be adhered to as reasonably as possible.</p> <p>If treatment is to be performed in high performance centre or similar with allocated clinical space, clinical settings guidelines to be adhered to as reasonably as possible.</p>

Treatment Room/Room

All settings must be well lit, have appropriate heating and cooling options and ventilated where possible, 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 One stool Massage mediums (oil, cream, balm, talc, etc) Clock Box of tissues/paper towels Closed lid rubbish bin Convenient place for clothing/coats Antibacterial wipes Closable door to respect client privacy Floor covering appropriate to the nature of clinical services to be delivered Hand sanitiser 		<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 Box of tissues/paper towels 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 Hand sanitiser 	

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 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 of the therapist or the home 	<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 • Hand sanitizer • 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 sanitiser • 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
 Myofascial Dry Needling Guidelines

ⁱ Code of Ethics and Standards of Practice