

Pittsburgh School of Massage Therapy Clinic Client FAQ:

GENERAL

Booking Appointments:

Q: When are new appointments made available?

A: The 2nd Monday of every month.

Q: How many sessions can I book?

A: 1 per month.

Q: Can I book an appointment for my friend/family member, etc.?

A: No. We only accept appointments for the person making the appointment.

Q: I'm 17, can I book an appointment?

A: No. We are only able to work with individuals who are 18 or older at the time of booking, with no exceptions.

Scheduling and Communication:

Q: How can I book an appointment?

A: Visit www.psmt.edu/clinic and use the scheduling tool to see available appointments and book.

Q: Can I book an appointment by calling the school?

A: No. Our office staff is unable to assist with this. Please book your appointment by visiting www.psmt.edu/clinic.

Q: How do I notify the school if I need to cancel a session?

A: Call us at 412-241-5155.

Q: There aren't any appointments showing up when I use the scheduling tool.

A: There are currently no appointments available.

Q: Can I pay with cash?

A: No. We do not have cash on site and cannot accept cash payments. Payments must be made with a credit card when booking via our online scheduling system.

Session Details:

Q: Where will my appointment be?

A: At Pittsburgh School of Massage Therapy, 3600 Laketon Road Penn Hills PA 15235.

Q: What are the hours of the clinic?

A: Monday & Wednesday evenings (5:30 & 7:30), Friday & Saturday mornings (10 & 12).

Q: How long is each massage session?

A: Each session is approximately 60 minutes, with a health consultation before the massage.

Accessibility and Special Requests:

Q: Is the clinic accessible for individuals with mobility challenges or disabilities?

A: Our clinic is located on the second floor, and unfortunately, there is no elevator available. However, we are more than happy to accommodate clients with disabilities or mobility challenges. If you require assistance, please let us know when scheduling your appointment, and we can arrange for your session to take place in a first-floor classroom where there is greater accessibility.

Client Conduct and Interaction:

Q: Can I bring a friend or family member to observe my session?

A: No, due to privacy and space constraints, only the client and the student therapist are allowed in the treatment room during the session.

Q: Can I be assigned to a specific therapist?

A: No.

Q: Can I request a specific type of massage (e.g., Swedish, deep tissue)?

A: No, massages are general student therapeutic sessions and do not focus on specific modalities. However, you can communicate your preferences to the student therapist during the consultation.

Q: Are the students allowed to accept tips?

A: Yes, you may provide a nominal tip to the student therapist.

Post-Session Process:

Q: What happens after my massage session?

A: After your massage, you'll be given time to dress and gather your belongings. Please note that Pittsburgh School of Massage Therapy (PSMT) is not responsible for lost or forgotten items. You'll also be offered water and asked to complete a feedback form to assist students in their development. Your feedback is crucial in helping our students improve their skills, so please be honest and thorough in your evaluation.

Contact and Additional Questions:

Q: I have additional questions; how can I contact the school?

A: Send an email to clinic@psmt.edu.

General Policies and Information:

Q: Can I buy a gift card?

A: We do not have gift cards available for purchase.

Q: Is there parking available at the clinic?

A: Yes, free parking is available for clients at the Pittsburgh School of Massage Therapy, or across the street in the Hebron Church parking lot.

Q: What should I wear during the massage?

A: Wear comfortable, loose-fitting clothing. You will be asked to undress to your comfort level before the session begins.

Q: Can I bring a friend or family member to observe my session?

A: No, due to privacy and space constraints, only the client and the student therapist are allowed in the treatment room during the session.

Q: Are there any health conditions that may prevent me from receiving a massage?

A: Certain health conditions may contraindicate massage therapy. For your safety, please inform the student therapist of any medical issues or concerns during the consultation.

Q: What happens if I'm running late for my appointment?

A: Please arrive on time for your scheduled appointment. If you're running late, your session may be shortened to ensure the next client is not delayed.

Q: Will my massage session be monitored by faculty members?

A: Yes, a faculty member is present in the clinic at all times. While we aim to minimize interruptions to your relaxation, periodic checks may occur during your session.

Q: Can I ask questions during my massage session?

A: Absolutely! Feel free to ask questions of both the student therapist and the faculty member present at any time during your session.

Q: Are students allowed to have contact with clients outside of the clinic?

A: No, our students, who are not yet licensed Massage Therapists, are not permitted to have contact with clinic clients outside our clinic environment. Please refrain from asking for their contact information or scheduling appointments outside of the intern clinic. Any such requests may lead to removal from our program.