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**Rules of**  
**Department of Insurance,**  
**Financial Institutions and**  
**Professional Registration**  
**Division 2197—Board of Therapeutic Massage**  
**Chapter 3—Standards of Practice**

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**Title 20—DEPARTMENT OF  
INSURANCE, FINANCIAL  
INSTITUTIONS AND  
PROFESSIONAL REGISTRATION**  
**Division 2197—Board of Therapeutic  
Massage**  
**Chapter 3—Standards of Practice**

**20 CSR 2197-3.005 Definitions**

*PURPOSE: This regulation defines certain terms used throughout Chapter 3.*

(1) Client or patient—(Hereinafter referred to as client) Any person that is the recipient of massage therapy.

(2) Licensee—A massage therapy student licensed pursuant to section 324.265.5, RSMo, a provisional licensed massage therapist licensed pursuant to section 324.265.4, RSMo, or a massage therapist licensed pursuant to section 324.265.1(1)–(5), RSMo.

(3) Massage therapy, massage therapy service(s), or services—The provision of massage therapy as defined in section 324.240(7), RSMo.

*AUTHORITY: sections 324.245 and 324.262, RSMo Supp. 2007.\* Original rule filed Aug. 21, 2007, effective March 30, 2008.*

*\*Original authority: 324.245, RSMo 1998, amended 1999, 2003, 2006 and 324.262, RSMo 1998, amended 1999, 2006.*

**20 CSR 2197-3.010 Standards of Practice**

*PURPOSE: This regulation establishes standards of practice for massage therapists including massage therapists performing chair or on-site (outcall) massage therapy.*

(1) A licensee shall practice within the scope of their education and training and shall not misrepresent professional qualifications relating to licensure, education, experience or areas of competence. Records regarding the licensee's education and training shall be maintained by the licensee.

(2) A licensee shall recommend or refer a client to another licensed health care professional when appropriate and shall not delegate professional responsibilities to a person that is not qualified.

(3) A licensee shall acknowledge the limitations and contraindications of massage therapy and shall not provide unjustified services.

(4) A licensee shall conduct business with honesty and integrity to include the following:

(A) Maintain professional liability insurance;

(B) Advertise massage therapy services or instruction that is accurate and free of deception, sexual suggestiveness, or explicit sexuality. When providing massage therapy the licensee shall not dress or behave in a provocative manner;

(C) Prior to treatment, disclose the fee schedule. When offering gratuitous services or discounts in connection with massage therapy services, clearly and conspicuously disclose whether additional charges may be incurred for related services and the cost of such related services;

(D) Post the license with a current photograph at the licensee's place of business and/or employment;

(E) Maintain accurate client records for at least three (3) years from the last date of service and in a manner that secures client confidentiality. Client records for massage therapy not provided at a licensed massage therapy business shall be maintained and stored securely by the licensee;

(F) Shall not engage in any verbally or physically abusive behavior with a client;

(H) Shall not engage in sexual conduct with a client(s) during a massage session;

(I) Shall not exercise influence within a licensee-client relationship for the purpose of engaging a client in sexual activity during a massage session;

(J) Shall not take unfair advantage of the client for financial gain;

(K) Shall not massage the genitals;

(L) Shall not massage the breast unless ordered by a physician prescription or by documented clinical indication. Such documentation shall be included in the client's record and the massage shall be performed by a licensee that is certified or has advanced training in techniques related to therapeutic treatment of mammary tissue;

(M) Notify the board of any violation of the Standards of Practice of which the licensee has information and knowledge; and

(N) Within the limits of the law, shall cooperate with any investigative proceeding.

(5) Prior to providing massage therapy, a licensee shall document or update client information to include:

(A) Purpose for visit to include presence of pain;

(B) Allergies, preexisting conditions, recent surgeries, and current medication;

(C) If the client is currently under the care of any health or mental healthcare professional;

(D) Date, type, and length of massage therapy service(s);

(E) Outcome assessment (may not apply to on-site/chair massage);

(F) Consent for treatment that is signed and dated by client; and

(G) Licensee's signature and date.

(6) When providing massage therapy a licensee shall:

(A) Provide privacy for the client while the client is dressing, undressing, and during the massage;

(B) Provide appropriate draping during treatment which includes draping at the gluteal cleft and genitals on males and females and the breasts on females;

(C) Modify or terminate treatment at the client's request regardless of prior consent;

(D) Exercise the right to refuse to treat any person or part of the body for just and reasonable cause;

(E) Utilize universal precautions at all times as defined in 20 CSR 2197-1.010(4). This includes hand washing with an antibacterial agent before and after each client and not knowingly exposing clients to contagious diseases;

(F) Provide adequate space around massage chair/table to allow for proper body mechanics and to minimize the spread of infection between tables/chairs; and

(G) Maintain all equipment used to perform massage therapy services in a safe and sanitary condition, which shall include but not be limited to:

1. Covering any massage or steam equipment with a single service material that does not have an impervious barrier;

2. Repairing all cuts and nicks in upholstery;

3. Cleansing all equipment coming in contact with a client with an antibacterial agent between each client usage. Such equipment shall include hydrotherapy equipment, combs, brushes, shower caps, showers, tubs, and basins;

4. Checking all equipment for the presence of any liquid, oil and/or body fluid and clean with an antibacterial agent prior to and between each client usage;

5. Cleaning all face cradles, arm rests on all massage chairs and tables with an antibacterial agent between each client regardless of whether or not a single service material was used;

6. Using ice cubes only once and then



disposing of properly;

7. Cleaning after each use and maintain all cold and hot pack equipment;

8. Storing and dispensing massage therapy lubricants from suitable containers that are sanitized to preserve the integrity of the lubricant and to prevent contamination. Lubricants or products used during a massage shall be stored separately from cleaning supplies and include but not be limited to oils, soaps, alcohol, powders, lotions, shampoos and salts;

9. Keeping multiple use containers such as pump bottles and tubes free of debris, cleaning with a antibacterial agent between each client use, and refill containers in a sanitary manner;

10. Storing all single service materials and linens in closed or covered shelves, containers, cabinets or closets;

11. Using clean single service materials such as sheets, towels, gowns, and pillowcases for each client;

12. Professionally laundering or washing all soiled, single service materials and drapes on a hot water setting with detergent and at least one (1) cup of bleach or an antibacterial agent used in accordance with product label instructions in a clothes washing machine and dried on a high heat setting in a dryer; and

13. Storing all dirty or soiled, single service materials, trash, or refuse in a closed container, closed shelves, cabinets, or closets and separate from clean, single service materials.

*AUTHORITY: sections 324.245 and 324.262, RSMo Supp. 2007.\* This rule originally filed as 4 CSR 197-3.010. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Amended: Filed Nov. 26, 2003, effective June 30, 2004. Moved to 20 CSR 2197-3.010, effective Aug. 28, 2006. Rescinded and readopted: Filed Aug. 21, 2007, effective March 30, 2008.*

*\*Original authority: 324.245, RSMo 1998, amended 1999, 2003, 2006 and 324.262, RSMo 1998, amended 1999, 2006.*