

Spa & Wellness

The Health Questionnaire Standard

Five steps for the health form, from handing it over to filing it. The answers that should change a treatment are often the ones left blank.

Who
Spa receptionists and therapists

When
Before every treatment, for first-time and returning guests

You need
Current health form, pen, contraindications list, spa manager on call

Measured by Form read by the therapist before the room · Every blank answer asked about aloud · Form signed and dated at every visit

1 Hand it early

Give the form at check-in, seated, at least 10 minutes before the treatment; for in-house guests, send it with the confirmation. Offer it in the guest's language wherever the spa has a translation.

"This is a short health form. It helps your therapist choose the right products and pressure for you."

Common mistake Handing it over at the treatment time. The guest rushes, ticks no all the way down and signs without reading.

2 Read every line

The therapist reads the whole form before the guest enters the room, not during the treatment. Circle every yes, every blank and anything written in the margin, to ask about before starting.

"Medication left blank, margin note 'knee'. Ask both before starting. Amira, 10:52."

Common mistake Reading only the ticks. A blank is treated as a no, and it is often a guest who simply wasn't sure.

3 Ask in private

Ask about each circled answer in the treatment room with the door closed, never at the desk. Use plain words: blood pressure, pregnancy, surgery, skin, medication. Write each answer in the guest's words.

"You ticked high blood pressure. Is it under control at the moment, and has your doctor said anything about massage?"

Common mistake Asking at reception. A guest asked about pregnancy in front of a queue gives the answer the queue expects.

4 Adapt or stop

If an answer is on the contraindications list, adapt the treatment (pressure, products, position, heat) or call the spa manager. If in doubt, do not start; offer a treatment the guest can safely have.

"After your operation, I'd rather not use deep pressure today. A lighter massage will still be very relaxing. Shall we?"

Common mistake Going ahead because the guest insists. If something happens on the couch, "she said it was fine" protects nobody.

5 Sign and file

Guest and therapist sign and date the form at every visit, a regular's included, with any change to the treatment noted. File it in the locked cabinet or the spa system; never leave forms on the desk.

"12 Oct. Blood pressure controlled. Light pressure only, no heat. Signed: guest and therapist Amira."

Common mistake Reusing last month's form for a regular. Since then she has had a knee operation, and nobody asked.

When the Answer Is Yes

The follow-up question and the usual adjustment for common answers. Your spa's medical adviser and product house set the final rules for your own menu.

The guest says yes to	Ask next	Usually
Pregnancy	"How many weeks, and any complications?"	Pregnancy treatment by a trained therapist only
High blood pressure	"Is it controlled? Any medication?"	No heat treatments; adapt the pressure
Recent surgery	"What, when, and has it fully healed?"	Avoid the area; spa manager decides
Skin allergy or eczema	"Which products, and which areas?"	Fragrance-free products, or a patch test
Blood-thinning medication	"Do you bruise easily?"	Light pressure only, no deep tissue
Diabetes	"Any loss of feeling in hands or feet?"	Gentle pressure; no heat on numb areas
Heart condition	"Has your doctor cleared massage?"	Spa manager decides before starting

How to use this with your team

Brief one row a day to therapists and receptionists. Each Friday the spa manager pulls three signed forms and checks that every yes has a follow-up answer written beside it. Update the card when the menu changes.

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