



## 80a MBLEx Prep

## ABMP Exam Coach

### Ethics, Boundaries, and Laws

- The Therapeutic Relationship
- Code of Ethics
- Professional Boundaries
- Laws & Regulations



# 80a MBLEx Prep

## Class Outline

5 minutes	Attendance, Breath of Arrival, and Reminders
10 minutes	Lecture:
25 minutes	Lecture:
15 minutes	Active study skills:
60 minutes	Total





# 80a MBLEx Prep

## Class Outline

### Quizzes:

- 81a Kinesiology Quiz (supraspinatus, infraspinatus, teres minor, subscapularis, flexor digitorum superficialis, extensor digitorum, flexor pollicis longus, flexor digitorum profundus)
- 84a Kinesiology Quiz (pectoralis major, pectoralis minor, coracobrachialis, biceps brachii, sternocleidomastoid, and scalenes)

### Spot Checks:

- 81b Orthopedic Massage: Spot Check – Rotator Cuff & Carpal Tunnel
- **Bring your grading sheet for evaluation A: 101**
- 84b Orthopedic Massage: Spot Check – Thoracic Outlet
- **Bring your grading sheet for evaluation A: 103**

### Assignments:

- 85a Orthopedic Massage: Outside Massages (2 due at the start of class)

### Preparation for upcoming classes:

- 81a MBLEx Prep
  - Using ABMP Exam Coach, select “Study Subjects”, and then “Client Assessment and Session Planning”
  - For each of the 8 Massage Theory Topics, “Take a Practice Quiz” 4 times (32 total)
  - Research anything that isn’t clear on the Internet and bring what you find to class
- 81b Orthopedic Massage: Spot Check - Rotator Cuff & Carpal Tunnel
  - Packet J: 95-96.
  - Packet F - 58.



# Classroom Rules

**Punctuality** - everybody's time is precious

- Be ready to learn at the start of class; we'll have you out of here on time
- Tardiness: arriving late, returning late after breaks, leaving during class, leaving early

**The following are not allowed:**

- Bare feet
- Side talking
- Lying down
- Inappropriate clothing
- Food or drink except water
- Phones that are visible in the classroom, bathrooms, or internship

*You will receive one verbal warning, then you'll have to leave the room.*



# Ethics, Boundaries, and Laws

## **The Therapeutic Relationship**

- Transference v. Countertransference 9-30
- Psychological Defenses 34-74
- Ethical Professional Touch 78-93
- Miscellaneous 97-113

## **Code of Ethics**

- Basic Terminology 117-153
- Dignity & Honesty 157-166
- Prejudice, Stereotyping & Racism 170-183
- Do No Harm 187-192
- Legal Duty & Retail 196-202
- Confidentiality 206-236
- Scope of Practice 240-246
- Discrimination 250-259
- Sexual Misconduct 263-317
- High Quality of Care 321-331
- Informed Consent 335-347
- Recourse Policy 351-361
- Autonomy & Honesty in Business Finances 377-383



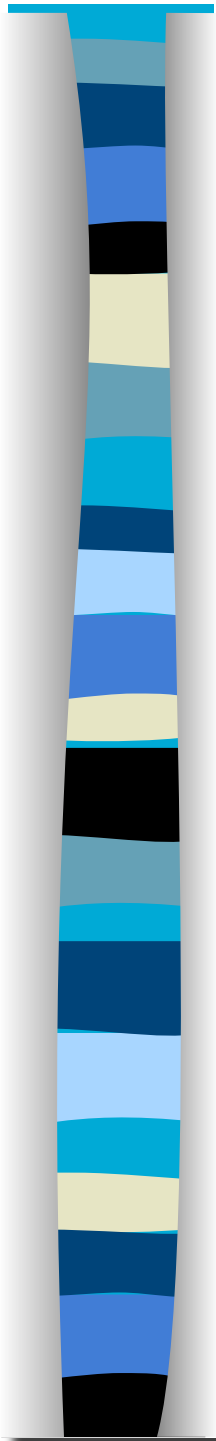
# Ethics, Boundaries, and Laws

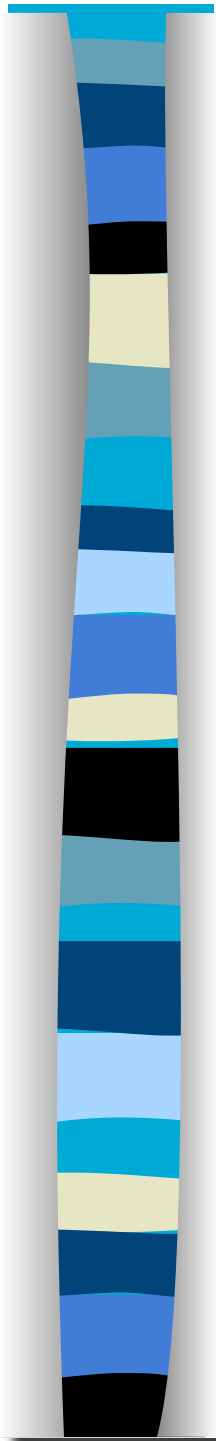
## **Professional Boundaries**

- Basic Terminology 389-399
- Boundary Types 403-415
- Dual Relationships 419-443
- Conflict of Interest 447-449
- Power Differential 453-455
- Termination of Session 459-463
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## **Laws & Regulations**

- Scope of Practice 515-545
- Credentials 549-585
- Massage Board 589-599
- Legalities 603-613
- Diagnosis 621-629







# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
The Therapeutic Relationship

Transference Versus Countertransference



# Transference Versus Countertransference

Which of the following is an example of transference?

- A. A client constantly invites her massage therapist to social events
- B. When the client mentions that acupuncture has helped, the practitioner claims this will only worsen his symptoms
- C. Every week, a client's wife calls the practitioner to inquire about her husband's progress
- D. A practitioner routinely lectures her clients on the benefits of a vegan diet during sessions

Q





# Transference Versus Countertransference

Which of the following is an example of transference?

- A. A client constantly invites her massage therapist to social events**
- B. When the client mentions that acupuncture has helped, the practitioner claims this will only worsen his symptoms
- C. Every week, a client's wife calls the practitioner to inquire about her husband's progress
- D. A practitioner routinely lectures her clients on the benefits of a vegan diet during sessions

A



# Transference Versus Countertransference

Countertransference is when this person grants inappropriate or misplaced importance on the therapeutic relationship:

- A. Practitioner
- B. Clinic owner
- C. Client
- D. Client's spouse

Q



# Transference Versus Countertransference

Countertransference is when this person grants inappropriate or misplaced importance on the therapeutic relationship:

- A. Practitioner**
- B. Clinic owner
- C. Client
- D. Client's spouse

A



# Transference Versus Countertransference

When clients experience transference, they may:

- A. Attempt to establish the practitioner in a place of importance in their personal life
- B. Believe the practitioner has the same characteristics as someone from the past who was abusive
- C. Attempt to hire the practitioner for on-site massage work
- D. Reject the practitioner as unskilled and careless

Q



# Transference Versus Countertransference

When clients experience transference, they may:

- A. Attempt to establish the practitioner in a place of importance in their personal life**
- B. Believe the practitioner has the same characteristics as someone from the past who was abusive
- C. Attempt to hire the practitioner for on-site massage work
- D. Reject the practitioner as unskilled and careless

A



# Transference Versus Countertransference

Jane encourages her client Rick to practice yoga 3 times per week and see her for a weekly massage session. She gets frustrated when he admits to vigorous weight lifting and only wants one massage per month. Which term best describes Jane's reaction?

- A. Dual relationship
- B. Transference
- C. Countertransference
- D. Boundary violation

Q



# Transference Versus Countertransference

Jane encourages her client Rick to practice yoga 3 times per week and see her for a weekly massage session. She gets frustrated when he admits to vigorous weight lifting and only wants one massage per month. Which term best describes Jane's reaction?

- A. Dual relationship (a situation in which more than one relationship between therapist and client exists. e.g., the client is also a friend, etc.)
- B. Transference (a subconscious psychological phenomenon where the client places the therapist in a place of importance in his/her personal life, beyond professional boundaries.)
- C. **Countertransference** (a redirection of feelings, in which a therapist tries to personalize an otherwise professional relationship with a client; opposite of transference.)
- D. Boundary violation

A



# Transference Versus Countertransference

When a client asks a practitioner numerous questions about his/her personal life and discloses very personal information during sessions, it is an example of:

- A. Countertransference
- B. Transference
- C. Limitations of massage
- D. Power differential

Q





# Transference Versus Countertransference

When a client asks a practitioner numerous questions about his/her personal life and discloses very personal information during sessions, it is an example of:

A. Countertransference

**B. Transference**

C. Limitations of massage

D. Power differential (the authority a massage therapist is granted by a client, based on the client's perception of the massage therapist as a knowledgeable and skilled health-care provider.)

A



# Transference Versus Countertransference

A practitioner who assumes his client is having low-back pain, when actually it is the practitioner whose low back is in pain, is demonstrating:

- A. Denial
- B. Suppression
- C. Deflection
- D. Countertransference

Q



# Transference Versus Countertransference

A practitioner who assumes his client is having low-back pain, when actually it is the practitioner whose low back is in pain, is demonstrating:

A. Denial (a psychological defense that involves the outright refusal to acknowledge something that has occurred or is occurring.)

B. Suppression (a psychological defense that involves the conscious pushing down of anxiety-producing ideas, urges, desires, feelings, or memories.)

C. Deflection (a psychological defense that involves ignoring or turning away from stimuli that trigger emotions in order to prevent recognition, or full awareness of, the material associated with the emotion.)

**D. Countertransference**

A



# Transference Versus Countertransference

A client who brings gifts at every session, in addition to payment, is exhibiting:

- A. Countertransference
- B. A breach of safe space
- C. Sexual intent
- D. Transference

Q



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- A. Dual relationship (a situation in which more than one relationship between therapist and client exists. e.g., the client is also a friend, etc. )
- B. Boundary violation
- C. Countertransference**
- D. Transference

A



# Transference Versus Countertransference

When a client invites the practitioner out to social engagements or seeks friendship, it is an example of:

- A. Informed consent
- B. A HIPAA violation
- C. Transference
- D. A power differential

Q





# Transference Versus Countertransference

When a client invites the practitioner out to social engagements or seeks friendship, it is an example of:

- A. Informed consent (the process by which a fully informed client consents to participate in the massage treatment.)
- B. A HIPAA violation (health insurance portability and accountability act)
- C. Transference**
- D. A power differential (the authority a massage therapist is granted by a client, based on the client's perception of the massage therapist as a knowledgeable and skilled health-care provider.)

A



# Transference Versus Countertransference

When a client asks a practitioner numerous questions about his/her personal life and discloses very personal information during sessions, it is an example of:

- A. Countertransference
- B. Transference
- C. Limitations of massage
- D. Power differential

Q



# Transference Versus Countertransference

When a client asks a practitioner numerous questions about his/her personal life and discloses very personal information during sessions, it is an example of:

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D. Power differential (the authority a massage therapist is granted by a client, based on the client's perception of the massage therapist as a knowledgeable and skilled health-care provider.)

A

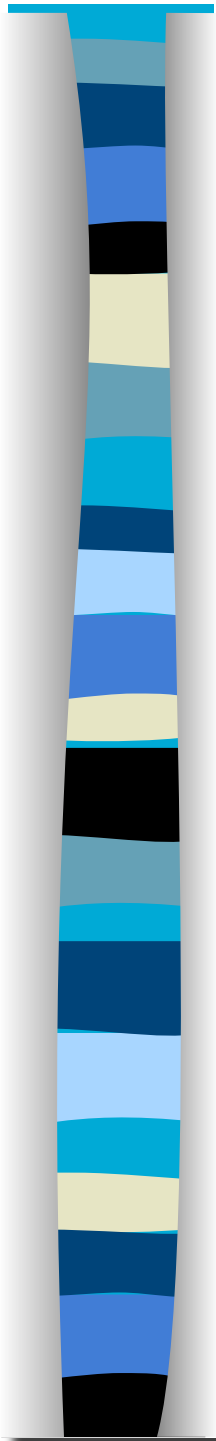


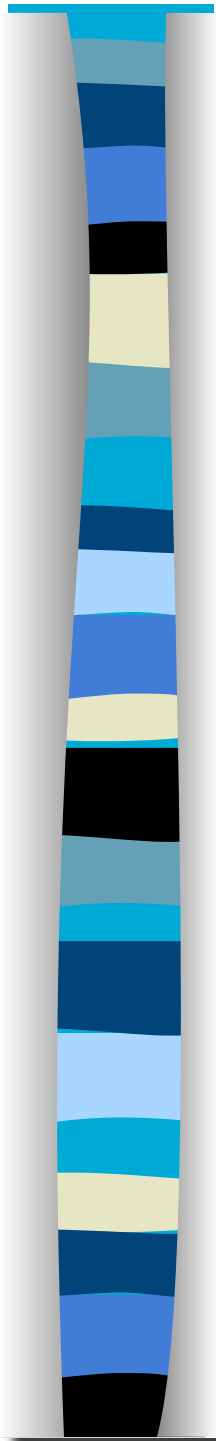
# Transference Versus Countertransference

**Transference** A subconscious psychological phenomenon where the client places the therapist in a place of importance in his/her personal life, beyond professional boundaries.

**Countertransference** A redirection of feelings, in which a therapist tries to personalize an otherwise professional relationship with a client; opposite of transference.

## Definitions









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
The Therapeutic Relationship

Psychological Defenses





# Psychological Defenses

Any mental process that allows the mind to deal with conflicts that can't be immediately resolved is classified as a:

- A. Psychological attack plan
- B. Psychological defense mechanism
- C. Boundary formation
- D. Power differential

Q



# Psychological Defenses

Any mental process that allows the mind to deal with conflicts that can't be immediately resolved is classified as a:

- A. Psychological attack plan
- B. Psychological defense mechanism**
- C. Boundary formation
- D. Power differential

A



# Psychological Defenses

Massage may counteract the psychological defense of armoring. This means that:

- A. The client begins to perceive desirable change as threatening and ends the therapeutic relationship
- B. Clients come into full contact with their repressed or deflected feelings as their muscular tension is reduced by massage
- C. The rapport developed by the client and practitioner is destroyed
- D. Clients may miss appointments or suddenly cancel sessions

Q



# Psychological Defenses

Massage may counteract the psychological defense of armoring. This means that:

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- C. The rapport developed by the client and practitioner is destroyed
- D. Clients may miss appointments or suddenly cancel sessions

A



# Psychological Defenses

"Armoring" describes the use of this to support mental coping mechanisms:

- A. Projection
- B. Transference
- C. Deflection
- D. Physical tension

Q



# Psychological Defenses

"Armoring" describes the use of this to support mental coping mechanisms:

- A. Projection
- B. Transference
- C. Deflection
- D. Physical tension**

A



# Psychological Defenses

Which of the following is an example of deflection?

- A. Claiming that the practitioner is incompetent because the client continues to be in pain
- B. Clenching the jaw or holding the head rigid while the practitioner massages the neck
- C. Bringing the practitioner gifts or leaving an excessively large tip
- D. Talking excessively during massage to distract from difficult feelings

Q



# Psychological Defenses

Which of the following is an example of deflection?

- A. Claiming that the practitioner is incompetent because the client continues to be in pain
- B. Clenching the jaw or holding the head rigid while the practitioner massages the neck
- C. Bringing the practitioner gifts or leaving an excessively large tip
- D. Talking excessively during massage to distract from difficult feelings**

A





# Psychological Defenses

Psychological defenses that might occur during a massage session include:

- A. Rapport
- B. Resistance
- C. Emotional release
- D. Transference

Q



# Psychological Defenses

Psychological defenses that might occur during a massage session include:

A. Rapport

**B. Resistance**

C. Emotional release

D. Transference

A



# Psychological Defenses

A psychological defense that involves the unconscious transfer of feelings, impulses, or thoughts to someone else:

A. Emotional release

B. Denial

C. Armoring

D. Projection

Q



# Psychological Defenses

A psychological defense that involves the unconscious transfer of feelings, impulses, or thoughts to someone else:

A. Emotional release

B. Denial

C. Armoring

**D. Projection**

A



# Psychological Defenses

A psychological defense that involves the outright refusal to acknowledge something that has occurred, or is occurring, is called:

- A. Softening of tissue
- B. Tearfulness
- C. Countertransference
- D. Denial

Q



# Psychological Defenses

A psychological defense that involves the outright refusal to acknowledge something that has occurred, or is occurring, is called:

- A. Softening of tissue
- B. Tearfulness
- C. Countertransference
- D. Denial**

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# Psychological Defenses

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Q



# Psychological Defenses

A psychological defense that involves the unconscious transfer of feelings, impulses, or thoughts to someone else:

A. Armoring

B. Denial

**C. Projection**

D. Emotional release

A





# Psychological Defenses

A psychological defense that involves the conscious pushing down of anxiety-producing ideas, urges, desires, feelings or memories is:

- A. Tearfulness
- B. Projection
- C. Suppression
- D. Rapport

Q



# Psychological Defenses

A psychological defense that involves the conscious pushing down of anxiety-producing ideas, urges, desires, feelings or memories is:

- A. Tearfulness
- B. Projection
- C. Suppression**
- D. Rapport

A



# Psychological Defenses

Sometimes clients perceive change, even desirable change, as threatening. This might result in the psychological defense of:

- A. Resistance
- B. Rapport
- C. Countertransference
- D. Transference

Q



# Psychological Defenses

Sometimes clients perceive change, even desirable change, as threatening. This might result in the psychological defense of:

- A. Resistance**
- B. Rapport
- C. Countertransference
- D. Transference

A



# Psychological Defenses

Ignoring input that triggers difficult emotions in order to avoid full awareness of the cause of those emotions is known as:

- A. Defense
- B. Deflection
- C. Reassociation
- D. Referral

Q



# Psychological Defenses

Ignoring input that triggers difficult emotions in order to avoid full awareness of the cause of those emotions is known as:

- A. Defense
- B. Deflection**
- C. Reassociation
- D. Referral

A



# Psychological Defenses

A rise of feelings within a client and the expression of those feelings through words or other forms of expression is known as:

- A. Armoring
- B. Emotional release
- C. Denial
- D. Rapport

Q



# Psychological Defenses

A rise of feelings within a client and the expression of those feelings through words or other forms of expression is known as:

- A. Armoring
- B. Emotional release**
- C. Denial
- D. Rapport

A





# Psychological Defenses

A client who claims to be committed to weekly massage, but then constantly cancels at the last minute is exhibiting what type of defense?

- A. Armoring
- B. Resistance
- C. Refusal
- D. Denial

Q



# Psychological Defenses

A client who claims to be committed to weekly massage, but then constantly cancels at the last minute is exhibiting what type of defense?

- A. Armoring
- B. Resistance**
- C. Refusal
- D. Denial

A



# Psychological Defenses

Harboring unrealistic expectations, such as "this massage will fix everything that's wrong with my life," is an example of:

- A. Suppression
- B. Dementia
- C. Denial
- D. Projection

Q



# Psychological Defenses

Harboring unrealistic expectations, such as "this massage will fix everything that's wrong with my life," is an example of:

- A. Suppression
- B. Dementia
- C. Denial
- D. Projection**

A



# Psychological Defenses

A client who insists that the pressure is comfortable, even though she is visibly grimacing and tensing her muscles, is exhibiting:

- A. Deflection
- B. Denial
- C. Projection
- D. Countertransference

Q



# Psychological Defenses

A client who insists that the pressure is comfortable, even though she is visibly grimacing and tensing her muscles, is exhibiting:

- A. Deflection
- B. Denial**
- C. Projection
- D. Countertransference

A



# Psychological Defenses

When Jenny leaves the massage clinic to move on to a new career opportunity, her client becomes very upset. She insists that she can't recover from her sports injury without Jenny. This is an example of:

- A. Projection
- B. Armoring
- C. Rapport
- D. Denial

Q



# Psychological Defenses

When Jenny leaves the massage clinic to move on to a new career opportunity, her client becomes very upset. She insists that she can't recover from her sports injury without Jenny. This is an example of:

**A. Projection**

B. Armoring

C. Rapport

D. Denial

A





# Psychological Defenses

The conscious decision to push away difficult emotions or anxiety-producing thoughts is called:

- A. Refusal
- B. Suppression
- C. Deflection
- D. Denial

Q



# Psychological Defenses

The conscious decision to push away difficult emotions or anxiety-producing thoughts is called:

- A. Refusal
- B. Suppression**
- C. Deflection
- D. Denial

A



# Psychological Defenses

During his massage sessions, Jack talks and tells jokes constantly, even when Kathy, his practitioner, directs him to tune into his body and take deep breaths to release tension. This could be an example of the psychological defense of:

- A. Transference
- B. Rapport
- C. Projection
- D. Deflection

Q



# Psychological Defenses

During his massage sessions, Jack talks and tells jokes constantly, even when Kathy, his practitioner, directs him to tune into his body and take deep breaths to release tension. This could be an example of the psychological defense of:

- A. Transference
- B. Rapport
- C. Projection
- D. Deflection**

A



# Psychological Defenses

**Psychological defenses** Mental processes that enable the mind to deal with conflicts it can't resolve. Every person learns some type of psychological defense from normal experiences of life. Common psychological defenses that occur during massage sessions include suppression, denial, projection, deflection, resistance, and armoring.

**Armoring** The use of physical tension to support psychological defenses. When massage reduces tension, tissues soften, and armoring comes undone. As a result, people may come into full contact with their repressed or deflected feelings and experience an emotional release.

## Definitions



# Psychological Defenses

**Deflection** A psychological defense that involves ignoring or turning away from stimuli that trigger emotions in order to prevent recognition, or full awareness of, the material associated with the emotion. For example, a client might talk continually during a massage session to avoid paying too much attention to his or her feelings brought about by massage, etc.

**Denial** A psychological defense that involves the outright refusal to acknowledge something that has occurred or is occurring. For example, a client might deny that a technique is painful or that feelings are arising during bodywork. A client might deny that a lifestyle choice is impeding healing from a soft-tissue injury, etc.

## Definitions



# Psychological Defenses

**Emotional release** A rise of feelings within a client and the expression of those feelings through words or other forms of expression.

**Emotional release process** Phases of a client's emotional expression, and the way in which the therapist manages his/her own reaction while maintaining a therapeutic environment.

**Projection** A psychological defense that involves the unconscious transfer of feelings, impulses, or thoughts to someone else. For example, a client might project an unrealistic expectation that one session of massage will solve years of cumulative stress, or a client might confer his/her power to heal from a condition onto a massage therapist, etc.

## Definitions



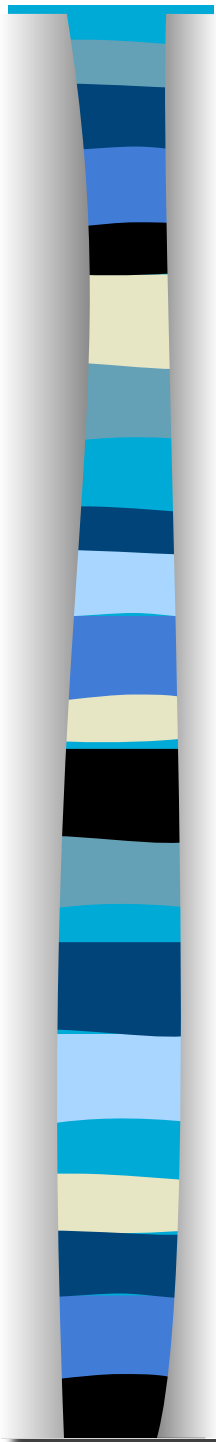
# Psychological Defenses

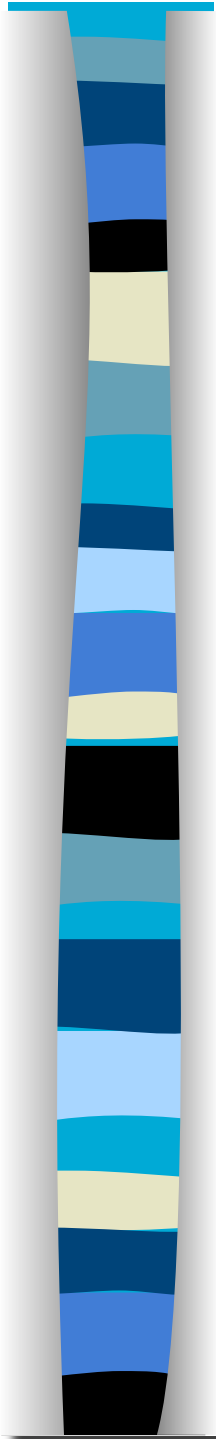
**Resistance** A psychological defense that involves an unconscious opposition to the therapeutic process related to a client's feeling that change, even change perceived as desirable, is threatening. This psychological defense may show up as missed appointments, cancelled appointments, a seeming unwillingness to participate in self-care, and other behaviors.

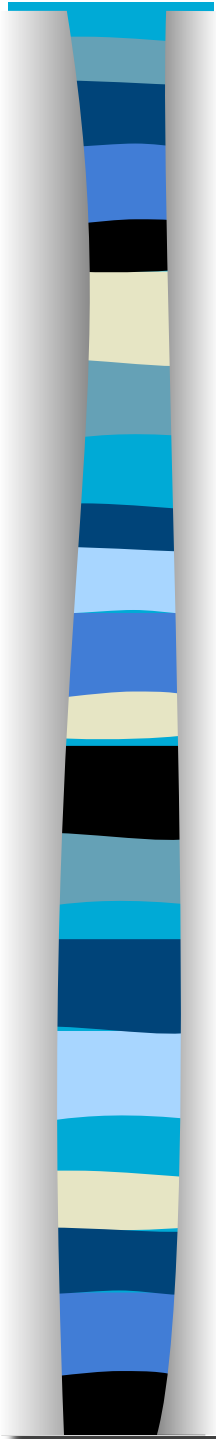
**Suppression** A psychological defense that involves the conscious pushing down of anxiety-producing ideas, urges, desires, feelings, or memories. For example, the client may recognize a tender feeling during a massage session, but tenses muscles and actively dismisses the feeling in order to avoid expressing or showing sadness during the massage.

## Definitions











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
The Therapeutic Relationship

Ethical Professional Touch



# Ethical Professional Touch

A practitioner's responsibility during a session includes:

- A. Creating a safe environment for clients and providing counseling if the client has an emotional release
- B. Referring clients to other health-care professionals if they need medications, in addition to the "talk therapy" provided by the massage practitioner
- C. Giving the client helpful advice if he or she has life issues and needs life coaching
- D. Creating a safe environment for clients and referring them to other health-care professionals if their needs exceed the limits of the massage therapy scope of practice

Q



# Ethical Professional Touch

A practitioner's responsibility during a session includes:

- A. Creating a safe environment for clients and providing counseling if the client has an emotional release
- B. Referring clients to other health-care professionals if they need medications, in addition to the "talk therapy" provided by the massage practitioner
- C. Giving the client helpful advice if he or she has life issues and needs life coaching
- D. Creating a safe environment for clients and referring them to other health-care professionals if their needs exceed the limits of the massage therapy scope of practice**

**A**



# Ethical Professional Touch

One indication of unethical, unprofessional touch is:

- A. When the practitioner refers a client to another practitioner because he/she holds angry or frustrated feelings toward the client
- B. When the client feels angry or frustrated feelings toward the practitioner and leaves the clinic without paying for the session
- C. When the client feels angry or frustrated feelings toward the therapist and won't allow the massage to proceed
- D. When the practitioner is angry or frustrated with the client and can't drop it before providing massage

Q



# Ethical Professional Touch

One indication of unethical, unprofessional touch is:

- A. When the practitioner refers a client to another practitioner because he/she holds angry or frustrated feelings toward the client
- B. When the client feels angry or frustrated feelings toward the practitioner and leaves the clinic without paying for the session
- C. When the client feels angry or frustrated feelings toward the therapist and won't allow the massage to proceed
- D. When the practitioner is angry or frustrated with the client and can't drop it before providing massage**

A





# Ethical Professional Touch

Sloppy draping, inattention to a client's comfort level, and the inability to meet a client's appropriate wants and needs are indicators of:

- A. Psychological defenses
- B. Unethical, unprofessional touch
- C. Sexual impropriety
- D. Informed consent

Q



# Ethical Professional Touch

Sloppy draping, inattention to a client's comfort level, and the inability to meet a client's appropriate wants and needs are indicators of:

- A. Psychological defenses
- B. Unethical, unprofessional touch**
- C. Sexual impropriety
- D. Informed consent

A



# Ethical Professional Touch

All of the following are examples of careless or unprofessional touch  
EXCEPT:

- A. Rocking or vibration
- B. Excessive pressure to level of discomfort
- C. Touch with sexual intent
- D. Messy draping technique

Q



# Ethical Professional Touch

All of the following are examples of careless or unprofessional touch  
EXCEPT:

- A. Rocking or vibration**
- B. Excessive pressure to level of discomfort
- C. Touch with sexual intent
- D. Messy draping technique

A



# Ethical Professional Touch

Client behaviors can sometimes lead practitioners to feel frustrated, angry, or hostile. These feelings toward a client become unethical when:

- A. The practitioner refers the client to someone else and seeks advice from a supervisor
- B. The practitioner is unable to release them in order to provide a professional massage, or fails to refer the client to someone else
- C. The practitioner continues to see the client but drops his/her negative feelings and seeks advice from a supervisor
- D. The practitioner leaves his/her massage job and moves to another clinic

Q



# Ethical Professional Touch

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**B. The practitioner is unable to release them in order to provide a professional massage, or fails to refer the client to someone else**

C. The practitioner continues to see the client but drops his/her negative feelings and seeks advice from a supervisor

D. The practitioner leaves his/her massage job and moves to another clinic

A



# Ethical Professional Touch

Focusing on whatever is in the best interest of the client's well-being is known as:

- A. Maintaining boundaries
- B. Wellness care
- C. Confidentiality
- D. Client-centered care

Q



# Ethical Professional Touch

Focusing on whatever is in the best interest of the client's well-being is known as:

- A. Maintaining boundaries
- B. Wellness care
- C. Confidentiality
- D. Client-centered care**

A





# Ethical Professional Touch

In a client-centered session:

- A. Massage is provided based on what the practitioner feels the client should focus on
- B. Massage is provided based on the training of the practitioner
- C. Massage is provided based on the type of sessions management feels are helpful
- D. Massage is provided with the client's wants and needs at the forefront

Q



# Ethical Professional Touch

In a client-centered session:

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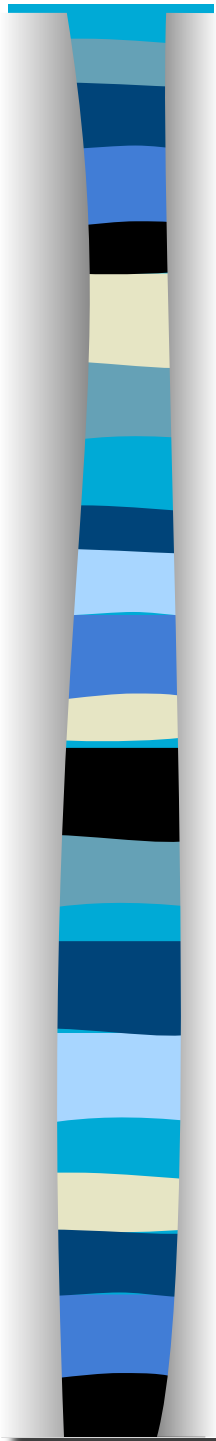


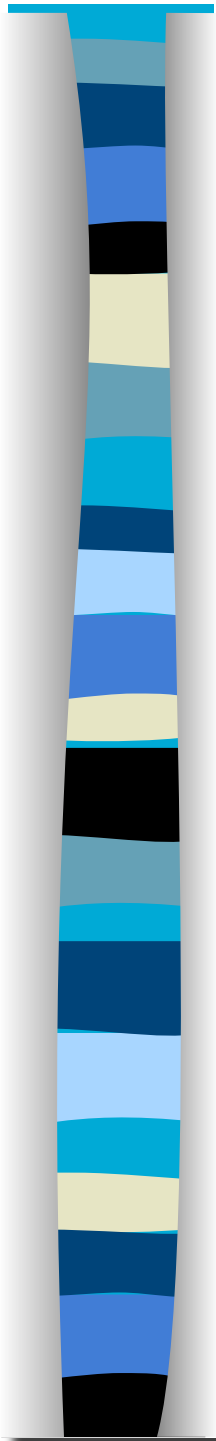
# Ethical Professional Touch

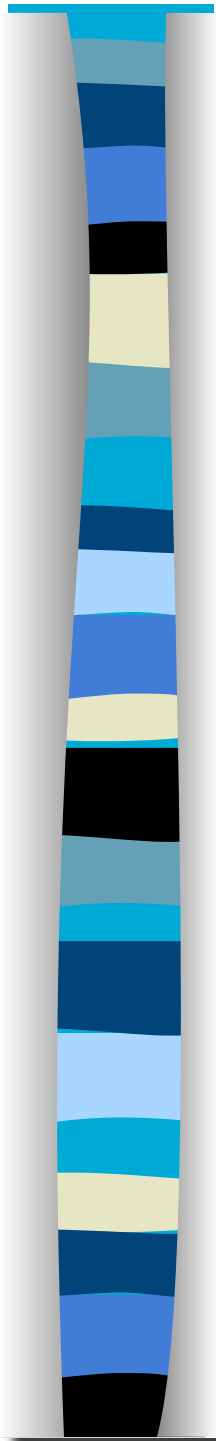
**Ethical professional touch** Skilled, purposeful, respectful touch that holds healing intent.

**Client-centered session** A massage session in which the therapist commits to the client's overall well-being and benefit.

## Definition









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
The Therapeutic Relationship

Miscellaneous



# Miscellaneous

The mutual trust and understanding established between practitioner and client at every stage of a massage session is known as:

- A. Rapport
- B. Empathy
- C. Power differential
- D. Friendship

Q





# Miscellaneous

The mutual trust and understanding established between practitioner and client at every stage of a massage session is known as:

- A. Rapport**
- B. Empathy
- C. Power differential
- D. Friendship

A



# Miscellaneous

The authority the client gives the practitioner based on the assumption that the practitioner is a skilled health-care provider is referred to as the:

- A. Therapeutic authority
- B. Power differential
- C. Ultimate authority
- D. Power distinction

Q



# Miscellaneous

The authority the client gives the practitioner based on the assumption that the practitioner is a skilled health-care provider is referred to as the:

- A. Therapeutic authority
- B. Power differential**
- C. Ultimate authority
- D. Power distinction

A



# Miscellaneous

The skill of recognizing, processing, and managing emotions in oneself and others is referred to as emotional:

- A. Utilization
- B. Maintenance
- C. Integration
- D. Intelligence

Q



# Miscellaneous

The skill of recognizing, processing, and managing emotions in oneself and others is referred to as emotional:

- A. Utilization
- B. Maintenance
- C. Integration
- D. Intelligence**

A



# Miscellaneous

A rise of feelings within a client and the expression of those feelings through words or other forms of expression is known as:

- A. Armoring
- B. Rapport
- C. Denial
- D. Emotional release

Q



# Miscellaneous

A rise of feelings within a client and the expression of those feelings through words or other forms of expression is known as:

- A. Armoring
- B. Rapport
- C. Denial
- D. Emotional release**

A



# Miscellaneous

What term best represents the spirit of effective professional communication to build rapport with clients?

- A. Flattery
- B. Respect
- C. Avoidance
- D. Authority

Q





# Miscellaneous

What term best represents the spirit of effective professional communication to build rapport with clients?

- A. Flattery
- B. Respect**
- C. Avoidance
- D. Authority

A



# Miscellaneous

The client is generally more vulnerable in the therapeutic relationship, while the practitioner is seen as more powerful. This dynamic is known as:

- A. Transference
- B. A dual relationship
- C. A power differential
- D. An unclear boundary

Q



# Miscellaneous

The client is generally more vulnerable in the therapeutic relationship, while the practitioner is seen as more powerful. This dynamic is known as:

- A. Transference
- B. A dual relationship
- C. A power differential**
- D. An unclear boundary

A



# Miscellaneous

The friendly bond between people based on mutual liking, trust, and a sense that they understand and share each other's concerns is called:

- A. Transference
- B. Rapport
- C. Resistance
- D. Armoring

Q



# Miscellaneous

The friendly bond between people based on mutual liking, trust, and a sense that they understand and share each other's concerns is called:

A. Transference

**B. Rapport**

C. Resistance

D. Armoring

A



# Miscellaneous

**Emotional intelligence** The ability to observe one's own feelings and emotions and those of others, to differentiate among them, and utilize them to direct thoughts and behavior.

**Emotional release** Emotional release A rise of feelings within a client and the expression of those feelings through words or other forms of expression. A rise of feelings within a client and the expression of those feelings through words or other forms of expression.

# Definitions



# Miscellaneous

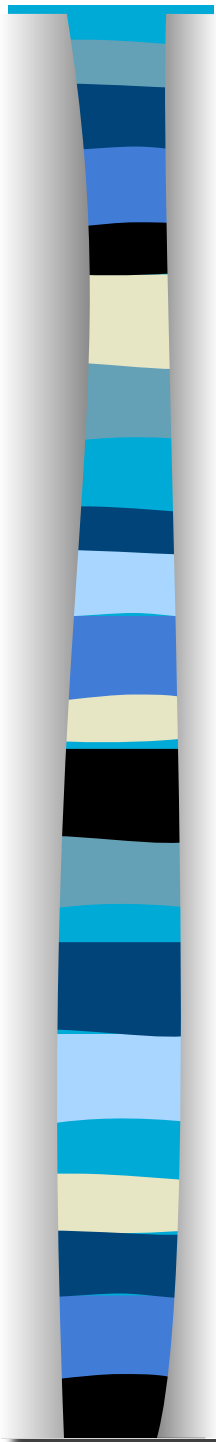
**Power differential** The authority a massage therapist is granted by a client, based on the client's perception of the massage therapist as a knowledgeable and skilled health-care provider.

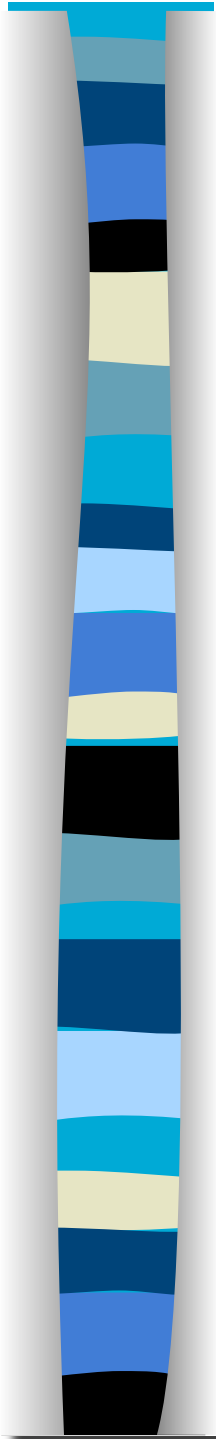
**Rapport** The friendly bond between people based on mutual liking, trust, and a sense that they understand and share each other's concerns. In a therapeutic relationship, a practitioner builds rapport by treating clients warmly and respectfully while maintaining appropriate professional boundaries.

# Definitions











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Basic Terminology



# Basic Terminology

A set of conduct rules based on integrity and differentiating right from wrong is commonly referred to as:

- A. Ethics
- B. Confidentiality
- C. Boundaries
- D. Professionalism

Q



# Basic Terminology

A set of conduct rules based on integrity and differentiating right from wrong is commonly referred to as:

**A. Ethics** (aka: code of ethics. A statement of a professional group's ethical principles.)

**B. Confidentiality** (agreeing not to share the client's information without the client's written consent, within the limits of the law.)

**C. Boundaries**

**D. Professionalism** (the competence, skill, good judgment, appropriate dress, and polite behavior that is expected from a person who is trained to do a job well.)

A



# Basic Terminology

A code of ethics states a professional organization's ethical:

- A. Opinions
- B. Judgments
- C. Beliefs
- D. Principles

Q



# Basic Terminology

A code of ethics states a professional organization's ethical:

- A. Opinions (a belief stronger than impression and less strong than positive knowledge)
- B. Judgments (an opinion or estimate formed by discerning and comparing.)
- C. Beliefs (a state or habit of mind in which trust or confidence is placed in some person or thing.)
- D. Principles**

A



# Basic Terminology

A written set of professional guidelines based on ethical principles and describing ethical behaviors is known as:

- A. Legal contract
- B. Standards of practice
- C. Values
- D. Scope of practice

Q





# Basic Terminology

A written set of professional guidelines based on ethical principles and describing ethical behaviors is known as:

A. Legal contract (a binding agreement between two or more persons or parties)

**B. Standards of practice**

C. Values (a principle or quality, which is intrinsically valuable or desirable)

D. Scope of practice (the procedures, actions, and processes that a practitioner is permitted to undertake in keeping with the terms of their professional license.)

A



# Basic Terminology

A violation of ethical codes that also violates a state or national law is a:

- A. Legal issue
- B. Suspension of NCBTMB certification
- C. Revocation of license
- D. Suspension

Q



# Basic Terminology

A violation of ethical codes that also violates a state or national law is a:

- A. Legal issue**
- B. Suspension of NCBTMB certification
- C. Revocation of license (the act of taking back a practitioner's license)
- D. Suspension (the act of temporarily not allowing or excluding a practitioner from practicing massage)

A



# Basic Terminology

For each ethical principle, there is a corresponding:

- A. Value judgment
- B. Moral standing
- C. Confidentiality agreement
- D. Standard of practice

Q



# Basic Terminology

For each ethical principle, there is a corresponding:

- A. Value judgment (evaluation about what is desirable based on discernment and comparison)
- B. Moral standing (a position concerning principles of right and wrong behavior)
- C. Confidentiality agreement (an arrangement regarding privacy of information)
- D. Standard of practice** (professional guidelines based on ethical principles that describe the behaviors and language of ethical practice.)

A



# Basic Terminology

Upholding appropriate sexual boundaries is an example of an ethical:

- A. Principle
- B. Violation
- C. Restriction
- D. Law

Q



# Basic Terminology

Upholding appropriate sexual boundaries is an example of an ethical:

- A. **Principle** (a rule or code of conduct)
- B. Violation (an infringement of the rules)
- C. Restriction (a limitation on the use)
- D. Law (a binding custom or practice of a community)

A



# Basic Terminology

This practice would not be considered a code of ethics violation:

- A. Offering discounts to special population groups (teachers, firefighters, etc.)
- B. Prescribing medication to a client
- C. Misrepresenting one's professional credentials
- D. Diagnosing a client's condition

Q





# Basic Terminology

This practice would not be considered a code of ethics violation:

- A. Offering discounts to special population groups (teachers, firefighters, etc.)**
- B. Prescribing medication to a client
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A



# Basic Terminology

The responsibility for maintaining the professionalism and integrity of the therapeutic relationship always falls on the:

- A. Practitioner
- B. Board of massage
- C. Clinic supervisor
- D. Client

Q



# Basic Terminology

The responsibility for maintaining the professionalism and integrity of the therapeutic relationship always falls on the:

- A. Practitioner**
- B. Board of massage
- C. Clinic supervisor
- D. Client

A



# Basic Terminology

Ethical behavior should always be guided by which premise?

- A. How can I prove my knowledge and skill to this client?
- B. How can I get this client to return for another session?
- C. What is in the best interest of my massage business?
- D. What is in the best interest of the client?

Q



# Basic Terminology

Ethical behavior should always be guided by which premise?

- A. How can I prove my knowledge and skill to this client?
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- C. What is in the best interest of my massage business?
- D. What is in the best interest of the client?**

A



# Basic Terminology

Treating all clients equally, regardless of beliefs, background, race, gender, age, etc., is an example of which ethical principle?

- A. Inherent worth of all people
- B. Commitment to excellence
- C. Honesty in advertising and representation
- D. Serving clients' best interests

Q



# Basic Terminology

Treating all clients equally, regardless of beliefs, background, race, gender, age, etc., is an example of which ethical principle?

- A. Inherent worth of all people**
- B. Commitment to excellence
- C. Honesty in advertising and representation
- D. Serving clients' best interests

A



# Basic Terminology

These are made up of beliefs and opinions that hold emotional worth and guide people's behavior.

- A. Ethics
- B. Morals
- C. Judgments
- D. Values

Q





# Basic Terminology

These are made up of beliefs and opinions that hold emotional worth and guide people's behavior.

A. Ethics (the principles of conduct governing an individual or a group)

B. Morals (of or relating to principles of right and wrong in behavior)

C. Judgments (a formal utterance of an authoritative opinion)

**D. Values** (things held as desirable or of importance)

A



# Basic Terminology

Beliefs that hold emotional worth, define character, and guide actions are known as:

- A. Morals
- B. Ethics
- C. Judgments
- D. Values

Q



# Basic Terminology

Beliefs that hold emotional worth, define character, and guide actions are known as:

- A. Morals (of or relating to principles of right and wrong in behavior)
- B. Ethics (the principles of conduct governing an individual or a group)
- C. Judgments (a formal utterance of an authoritative opinion)
- D. Values** (things held as desirable or of importance)

A



# Basic Terminology

Which of the following is NOT a repercussion of violating ethical codes?

- A. Revocation of license
- B. Imprisonment
- C. Deportation
- D. Fines

Q



# Basic Terminology

Which of the following is NOT a repercussion of violating ethical codes?

- A. Revocation of license (taking back a license)
- B. Imprisonment
- C. **Deportation** (the removal from a country of an alien whose presence is unlawful or prejudicial)
- D. Fines

A



# Basic Terminology

While referring clients to other professionals is encouraged, offering other professionals incentives for referrals is unethical and should be avoided. This practice is commonly referred to as a:

- A. Kickback
- B. Letter of referral
- C. Thank-you call
- D. Letter of appreciation

Q



# Basic Terminology

While referring clients to other professionals is encouraged, offering other professionals incentives for referrals is unethical and should be avoided. This practice is commonly referred to as a:

- A. **Kickback** (a return of a part of a sum received often because of confidential agreement or coercion)
- B. Letter of referral
- C. Thank-you call
- D. Letter of appreciation

A



# Basic Terminology

Use of this by a practitioner while providing massage therapy is always considered an unethical behavior:

- A. Recreational drugs or alcohol
- B. Aromatherapy
- C. Massage tools such as T-bars
- D. Hydrotherapy techniques

Q





# Basic Terminology

Use of this by a practitioner while providing massage therapy is always considered an unethical behavior:

- A. Recreational drugs or alcohol**
- B. Aromatherapy
- C. Massage tools such as T-bars
- D. Hydrotherapy techniques

A



# Basic Terminology

**Ethics** A branch of philosophy exploring values, morals, principles, right and wrong, and responsibility.

**Law** Rules that are recognized by a community as binding and enforceable by authority.

## Definitions



# Basic Terminology

**Ethical dilemmas** When two or more principles are in conflict, and something of value is compromised regardless of the decision.

**Ethical decision-making model** A step-by-step method to work through ethical dilemmas.

## Definitions



# Basic Terminology

**Ethical principles** Appropriate behavior defined for an individual or group.

**Ethical violation** A breach of ethical principles resulting in inappropriate, offensive, or harmful behavior.

## Definitions



# Basic Terminology

**Code of ethics** A statement of a professional group's ethical principles.

**Standards of ethical practice** Professional guidelines based on ethical principles that describe the behaviors and language of ethical practice.

## Definitions



# Basic Terminology

**Kickback** Any type of compensation provided for referrals of clients.

**Practitioner responsibilities** The practitioner's duty during a session is to uphold ethical standards of behavior, not work outside the massage therapy scope of practice, and provide a nonjudgmental environment where clients feel safe. Practitioners should refer clients to other health-care professionals when the client's needs exceed the limits of the massage therapy scope of practice.

## Definitions



# Basic Terminology

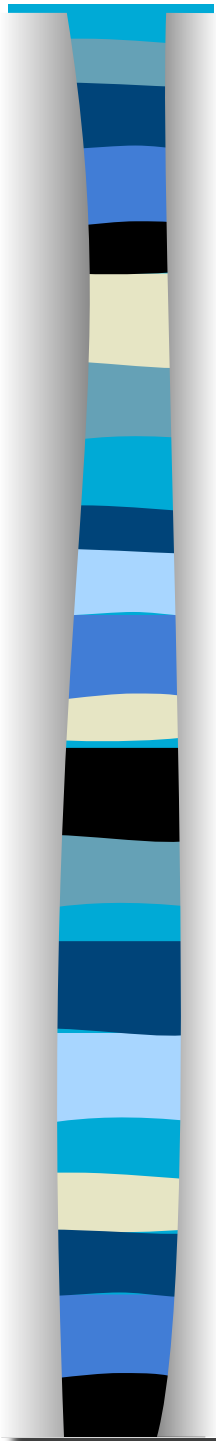
**Inherent worth of all people** Acknowledging the value of each individual and not discriminating against any person for any reason.

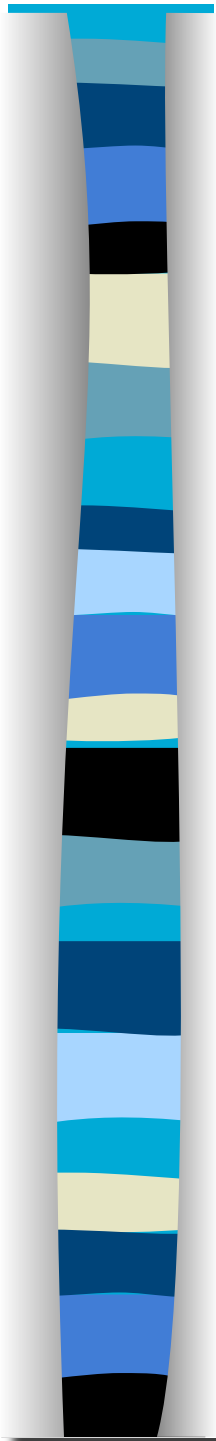
**Values** A collection of beliefs that indicates accepted standards for behavior of an individual or group.

## Definitions











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Dignity & Honesty



# Dignity & Honesty

The use of modest and skilled draping techniques demonstrates:

- A. A practitioner's respect for client confidentiality
- B. A practitioner's commitment to "do no harm"
- C. A practitioner's commitment to represent his/her credentials honestly
- D. A practitioner's respect for the dignity and basic rights of the client

Q



# Dignity & Honesty

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- C. A practitioner's commitment to represent his/her credentials honestly
- D. A practitioner's respect for the dignity and basic rights of the client**

A



# Dignity & Honesty

Which of the following is an example of a violation of the "honest representation of qualifications" principle?

- A. Referring a client to another therapist when the client's issue is beyond the practitioner's scope of practice
- B. Sharing a client's personal information with another client without consent
- C. Using deep-tissue massage on a pregnant woman's legs
- D. Claiming expertise in manual lymphatic drainage without any formal training

Q



# Dignity & Honesty

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- D. Claiming expertise in manual lymphatic drainage without any formal training**

A



# Dignity & Honesty

Lack of modesty in draping or personal privacy practices is a violation of which ethical principle?

- A. Referring clients appropriately
- B. Respecting the client's dignity and basic rights
- C. Honest representation of qualifications
- D. Providing informed consent

Q





# Dignity & Honesty

Lack of modesty in draping or personal privacy practices is a violation of which ethical principle?

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- B. Respecting the client's dignity and basic rights**
- C. Honest representation of qualifications
- D. Providing informed consent

A



# Dignity & Honesty

A client in Amy's massage practice suddenly sits up on the massage table and declares the massage session is over after 20 minutes. She asks Amy to leave the room so she can dress. This client has the right to terminate the session at any time because:

- A. The client's behavior demonstrates practitioner neglect and she should not be allowed back in the clinic
- B. The client does not have the right to terminate the session and owes Amy an apology
- C. Clients always have the right to determine what happens to their bodies
- D. The client is required by law to pay for the whole session regardless if she stays or not

Q



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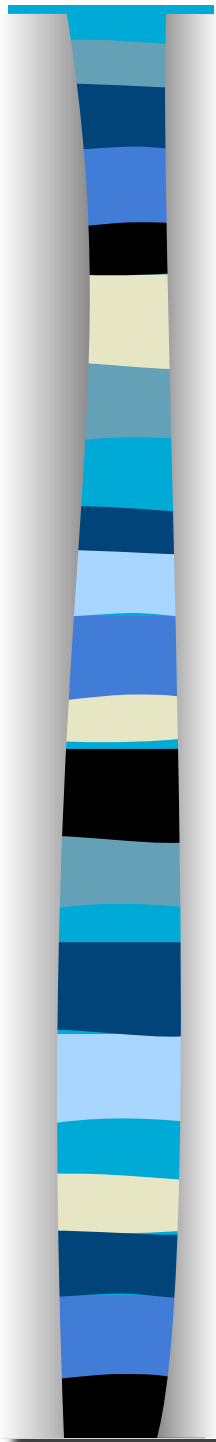
# Dignity & Honesty

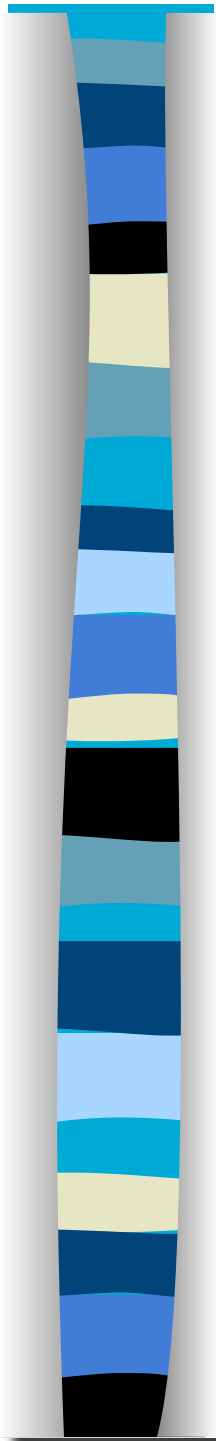
**Respect dignity and rights of all** Treating all people fairly and equally regardless of difference in beliefs, behaviors, or characteristics; avoiding discriminatory thoughts or actions.

**Honest representation of qualifications** Honesty in advertising, promoting services ethically and in good taste, and practicing/ advertising only techniques for which a person has been adequately trained or certified.

**Honesty in business** Conducting business with integrity; avoiding any activity that conflicts with the best interest of the client or profession.

## Definitions









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Prejudice, Stereotyping, and Racism





# Prejudice, Stereotyping, and Racism

Prejudice is:

- A. When prejudicial or racial attitudes lead to negative behavior
- B. The adoption of an oversimplified opinion or image of another group of people
- C. A pre-formed opinion (usually unfavorable) based on inadequate knowledge or inaccurate stereotypes
- D. The belief that one's ethnicity is superior to, or significantly different from, another person's ethnicity

Q



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A



# Prejudice, Stereotyping, and Racism

Stereotyping is:

- A. When prejudicial or racial attitudes lead to negative behavior
- B. A pre-formed opinion (usually unfavorable) based on inadequate knowledge or inaccurate stereotypes
- C. The adoption of an oversimplified opinion or image of another group of people
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Q



# Prejudice, Stereotyping, and Racism

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A



# Prejudice, Stereotyping, and Racism

Racism is:

- A. The belief that one's ethnicity is superior to, or significantly different from, another person's ethnicity
- B. The adoption of an oversimplified opinion or image of another group of people
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Q



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- C. A pre-formed opinion (usually unfavorable) based on inadequate knowledge or inaccurate stereotypes
- D. When prejudicial or racial attitudes lead to negative behavior

A



# Prejudice, Stereotyping, and Racism

When is it appropriate to decline service to a client?

- A. When the client has a body type that makes it difficult to provide massage with good body mechanics
- B. When the client holds political views that are not in keeping with your own views
- C. When it is in the best interests of a client's health
- D. When the client holds religious views that are not in keeping with your own views

Q



# Prejudice, Stereotyping, and Racism

When is it appropriate to decline service to a client?

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- B. When the client holds political views that are not in keeping with your own views
- C. When it is in the best interests of a client's health**
- D. When the client holds religious views that are not in keeping with your own views

A





# Prejudice, Stereotyping, and Racism

All of the following are appropriate instances in which to decline service to a client EXCEPT:

- A. When the client never tips the practitioner
- B. If a client's sexual remarks make the practitioner feel uncomfortable
- C. If the client's needs are beyond the scope of practice
- D. If massage is contraindicated

Q



# Prejudice, Stereotyping, and Racism

All of the following are appropriate instances in which to decline service to a client EXCEPT:

- A. When the client never tips the practitioner**
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- C. If the client's needs are beyond the scope of practice
- D. If massage is contraindicated

A



# Prejudice, Stereotyping, and Racism

It is not unethical to refuse massage service to clients in this situation:

- A. The client is overweight and you only provide sports massage to athletes
- B. The client is atheist and you only provide massage to members of your church
- C. The client is under the influence of illegal drugs or alcohol
- D. The client is a male and you only work with female clients

Q



# Prejudice, Stereotyping, and Racism

It is not unethical to refuse massage service to clients in this situation:

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A



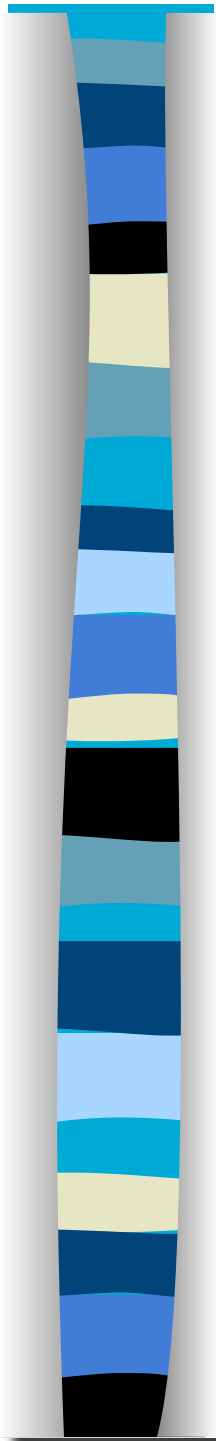
# Prejudice, Stereotyping, and Racism

**Prejudice** A pre-formed opinion (usually unfavorable) based on inadequate knowledge, irrational feelings, or inaccurate stereotypes. The belief that one's sex, socioeconomic class, or generation is superior are common prejudices.

**Stereotyping** When a person adopts an oversimplified opinion or image of another group of people, often caused by prejudice.

**Racism** The belief that one's ethnic stock is superior to or significantly different from another person's ethnic stock.

## Definitions











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Do No Harm



# Do No Harm

The standard of practice for the ethical principle "Do no harm" includes:

- A. The honest representation of qualifications
- B. The administration of a health history form and interview to rule out contraindications, and the proper referral of clients to other health-care providers when applicable
- C. The use of modest and skilled draping techniques
- D. Maintaining client files in a confidential manner and not sharing client information with others

Q



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- C. The use of modest and skilled draping techniques
- D. Maintaining client files in a confidential manner and not sharing client information with others

A



# Do No Harm

The ethical principle of "do no harm" would lead to all of the following ethical behaviors EXCEPT:

- A. Checking in with the client frequently to ensure the comfort of pressure and technique
- B. Using a technique that the client has requested not be used because the practitioner believes it will be helpful
- C. Not using a massage technique that is too aggressive for a client's current state of health
- D. Refusing to treat a client because his condition is outside the practitioner's scope of practice

Q



# Do No Harm

The ethical principle of "do no harm" would lead to all of the following ethical behaviors EXCEPT:

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A



# Do No Harm

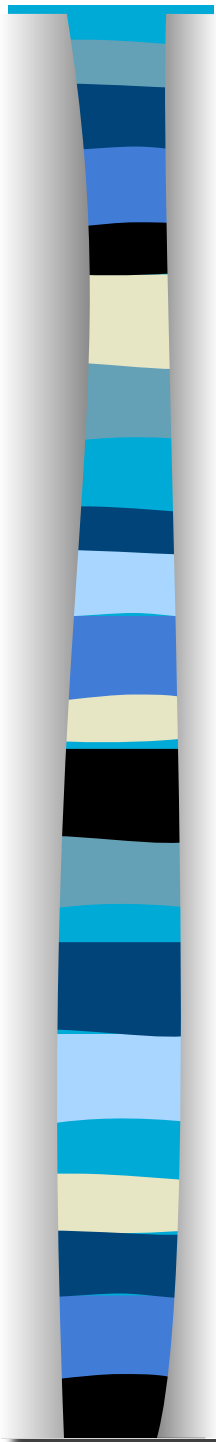
**Do no harm** Providing massage only when there is a reasonable assumption it will benefit the client.

## Definitions











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Legal Duty & Retail



# Legal Duty & Retail

To practice the highest ethics, massage practitioners should only sell retail products:

- A. That enhance client beauty, such as a hair care line
- B. That encourage client spirituality, such as religious texts
- C. That ensure client health, such as nutritional supplements
- D. That are a natural extension of a massage business, such as hot and cold packs

Q



# Legal Duty & Retail

To practice the highest ethics, massage practitioners should only sell retail products:

- A. That enhance client beauty, such as a hair care line
- B. That encourage client spirituality, such as religious texts
- C. That ensure client health, such as nutritional supplements
- D. That are a natural extension of a massage business, such as hot and cold packs**

A



# Legal Duty & Retail

In the case of a formal charge against the practitioner or the client, a court of law may request the client's files via a(n):

- A. Subpoena
- B. Informed consent document
- C. Information-sharing consent form
- D. Scope of practice disclosure

Q



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In the case of a formal charge against the practitioner or the client, a court of law may request the client's files via a(n):

- A. Subpoena**
- B. Informed consent document
- C. Information-sharing consent form
- D. Scope of practice disclosure

A



# Legal Duty & Retail

If a client threatens to harm himself or others, the practitioner has an ethical and legal duty to:

- A. Keep this information confidential
- B. Discuss this information with a mentor or supervisor
- C. Report this information to the authorities
- D. Discuss this information with the client's family

Q



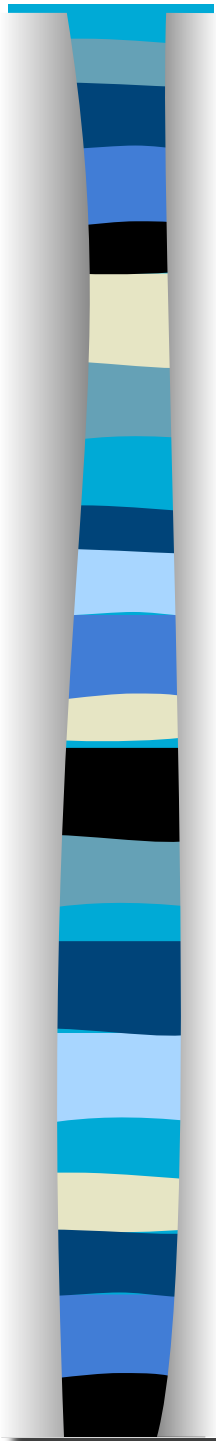
# Legal Duty & Retail

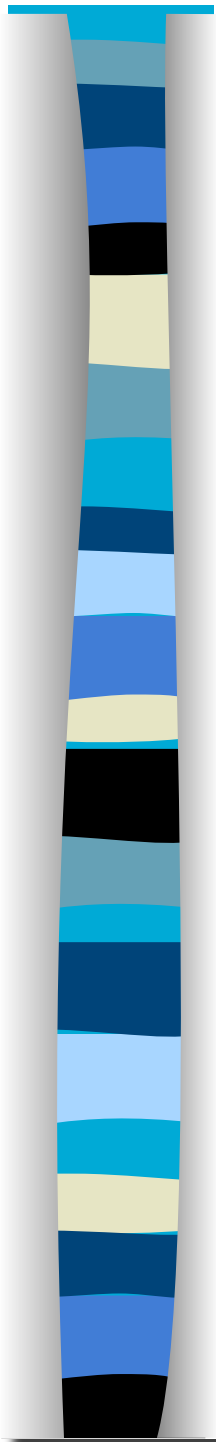
If a client threatens to harm himself or others, the practitioner has an ethical and legal duty to:

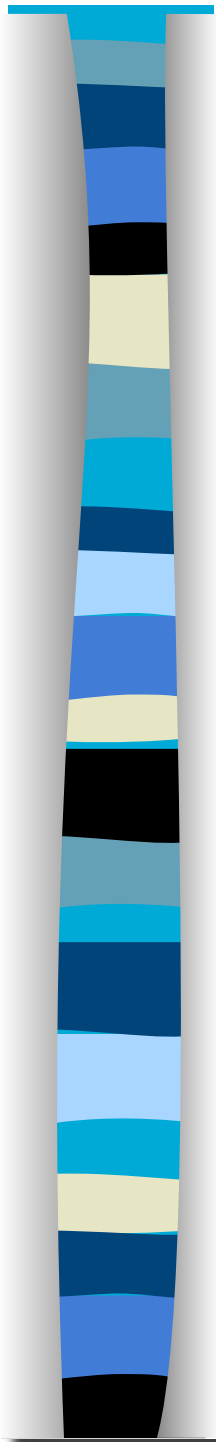
- A. Keep this information confidential
- B. Discuss this information with a mentor or supervisor
- C. Report this information to the authorities**
- D. Discuss this information with the client's family

A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Confidentiality



# Confidentiality

If a primary practitioner has gained consent to share a client's information with a mentor, how does the confidentiality agreement apply to the mentor?

- A. The mentor may contact the client directly to discuss her condition
- B. The mentor may obtain a third opinion from another health-care professional
- C. The mentor must only discuss the information with the primary practitioner
- D. The mentor can share the client's information in an educational setting

Q



# Confidentiality

If a primary practitioner has gained consent to share a client's information with a mentor, how does the confidentiality agreement apply to the mentor?

- A. The mentor may contact the client directly to discuss her condition
- B. The mentor may obtain a third opinion from another health-care professional
- C. The mentor must only discuss the information with the primary practitioner**
- D. The mentor can share the client's information in an educational setting

A



# Confidentiality

A practitioner can discuss a client's condition and treatment goals with another health-care provider only if the practitioner has:

- A. Lack of understanding about the client's condition
- B. Reasonable cause
- C. Genuine concern for the client's well-being
- D. Written consent from the client

Q



# Confidentiality

A practitioner can discuss a client's condition and treatment goals with another health-care provider only if the practitioner has:

- A. Lack of understanding about the client's condition
- B. Reasonable cause
- C. Genuine concern for the client's well-being
- D. Written consent from the client**

A





# Confidentiality

In which instance is it acceptable for a practitioner to break confidentiality?

- A. In discussing the client's case with a close colleague
- B. To inform the client's spouse of her condition
- C. If there is clear and imminent danger to someone's life
- D. If a client is no longer actively receiving sessions

Q



# Confidentiality

In which instance is it acceptable for a practitioner to break confidentiality?

- A. In discussing the client's case with a close colleague
- B. To inform the client's spouse of her condition
- C. If there is clear and imminent danger to someone's life**
- D. If a client is no longer actively receiving sessions

A



# Confidentiality

If a practitioner believes it's in the best interest of the client to discuss her condition with another health-care professional, the client must sign a(n):

- A. Breach of confidentiality form
- B. Release of information form
- C. Amendment to confidentiality form
- D. Sharing of information form

Q



# Confidentiality

If a practitioner believes it's in the best interest of the client to discuss her condition with another health-care professional, the client must sign a(n):

- A. Breach of confidentiality form
- B. Release of information form**
- C. Amendment to confidentiality form
- D. Sharing of information form

A



# Confidentiality

A practitioner sold his client's email contacts to a local marketing company for a \$500 payment. This practitioner:

- A. Acted unethically by breaking with the standard of practice for confidentiality
- B. Acted ethically and in accordance with the standard of practice for "Do no harm"
- C. Acted ethically and in accordance with the standard of practice for confidentiality
- D. Acted unethically by breaking with the standard of practice for "Do no harm"

Q



# Confidentiality

A practitioner sold his client's email contacts to a local marketing company for a \$500 payment. This practitioner:

- A. Acted unethically by breaking with the standard of practice for confidentiality**
- B. Acted ethically and in accordance with the standard of practice for "Do no harm"
- C. Acted ethically and in accordance with the standard of practice for confidentiality
- D. Acted unethically by breaking with the standard of practice for "Do no harm"

**A**



# Confidentiality

Which of the following is an example of breaking confidentiality while documenting a therapeutic session?

- A. Recording that a client had a C-section four years ago
- B. Documenting that "client believes shoulder tension is due to stress at work"
- C. Describing the details of a client's argument with her boss that led to her current migraine
- D. Keeping an updated list of the client's medications

Q



# Confidentiality

Which of the following is an example of breaking confidentiality while documenting a therapeutic session?

- A. Recording that a client had a C-section four years ago
- B. Documenting that "client believes shoulder tension is due to stress at work"
- C. Describing the details of a client's argument with her boss that led to her current migraine**
- D. Keeping an updated list of the client's medications

A





# Confidentiality

The standard of practice for confidentiality states that:

- A. The practitioner will keep the client's communications and information absolutely confidential and will not share any information related to the client with any entity including the law or state courts
- B. The practitioner will keep the client's communications and information confidential within the limits of the law, but the practitioner will share basic email contacts with marketing organizations within a 50- mile radius
- C. The practitioner will keep the client's communications and information confidential within the limits of the law. The practitioner will not share client information without the client's written consent
- D. The practitioner will share the client's information freely but only with other health-care providers, the law, and the state courts upon request by one of those entities

Q



# Confidentiality

The standard of practice for confidentiality states that:

- A. The practitioner will keep the client's communications and information absolutely confidential and will not share any information related to the client with any entity including the law or state courts
- B. The practitioner will keep the client's communications and information confidential within the limits of the law, but the practitioner will share basic email contacts with marketing organizations within a 50- mile radius
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- D. The practitioner will share the client's information freely but only with other health-care providers, the law, and the state courts upon request by one of those entities

A



# Confidentiality

Keeping a client's personal information private except under limited and agreed-upon circumstances is known as:

- A. Scope of practice
- B. Confidentiality
- C. Professional boundaries
- D. Consent

Q



# Confidentiality

Keeping a client's personal information private except under limited and agreed-upon circumstances is known as:

- A. Scope of practice
- B. Confidentiality**
- C. Professional boundaries
- D. Consent

A



# Confidentiality

How does confidentiality relate to a client's personal information such as address and phone number?

- A. A practitioner can share her client list with another practitioner if going on maternity leave
- B. These should be kept confidential unless the client gives consent to share the information
- C. These can be shared with similar providers that may benefit the client
- D. These can be shared with the practitioner's colleagues

Q



# Confidentiality

How does confidentiality relate to a client's personal information such as address and phone number?

- A. A practitioner can share her client list with another practitioner if going on maternity leave
- B. These should be kept confidential unless the client gives consent to share the information**
- C. These can be shared with similar providers that may benefit the client
- D. These can be shared with the practitioner's colleagues

A



# Confidentiality

In what instance would it be appropriate to break confidentiality without permission from a client?

- A. In the case of abuse or neglect of a child, elderly, or disabled person
- B. If it has been more than one year since the client's last session
- C. When seeking advice from another professional about this client
- D. When socializing with the client in an informal environment

Q



# Confidentiality

In what instance would it be appropriate to break confidentiality without permission from a client?

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- C. When seeking advice from another professional about this client
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A





# Confidentiality

In order to preserve a client's privacy and trust in the therapeutic relationship, a practitioner must practice:

- A. A background check
- B. Disclosure
- C. Personal referencing
- D. Confidentiality

Q



# Confidentiality

In order to preserve a client's privacy and trust in the therapeutic relationship, a practitioner must practice:

- A. A background check
- B. Disclosure
- C. Personal referencing
- D. Confidentiality**

A



# Confidentiality

Sharing client contact information with other practitioners for marketing purposes is a violation of which ethical principle?

- A. Do no harm
- B. Scope of practice
- C. Informed consent
- D. Confidentiality

Q



# Confidentiality

Sharing client contact information with other practitioners for marketing purposes is a violation of which ethical principle?

- A. Do no harm
- B. Scope of practice
- C. Informed consent
- D. Confidentiality**

A



# Confidentiality

A practitioner should not approach or greet a client in public unless:

- A. The client is no longer actively seeking sessions
- B. The client and practitioner have good rapport
- C. The client approaches first
- D. The client is alone

Q



# Confidentiality

A practitioner should not approach or greet a client in public unless:

- A. The client is no longer actively seeking sessions
- B. The client and practitioner have good rapport
- C. The client approaches first**
- D. The client is alone

A



# Confidentiality

How should Jeremy react to seeing his client Jill at a party?

- A. Wait until she greets him, and only discuss their connection if she mentions it
- B. Greet her, introduce yourself to her friends, and chat politely for a few minutes
- C. Wait until she is alone and then approach her, asking if it is OK to acknowledge their connection
- D. Leave the party in order to avoid having any social contact with her

Q



# Confidentiality

How should Jeremy react to seeing his client Jill at a party?

- A. Wait until she greets him, and only discuss their connection if she mentions it**
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A

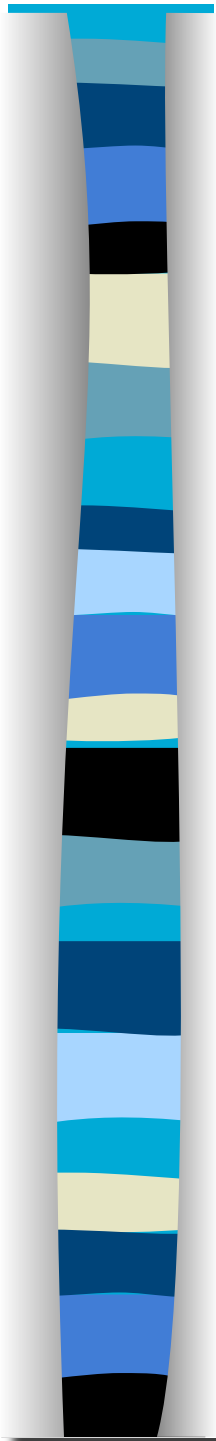


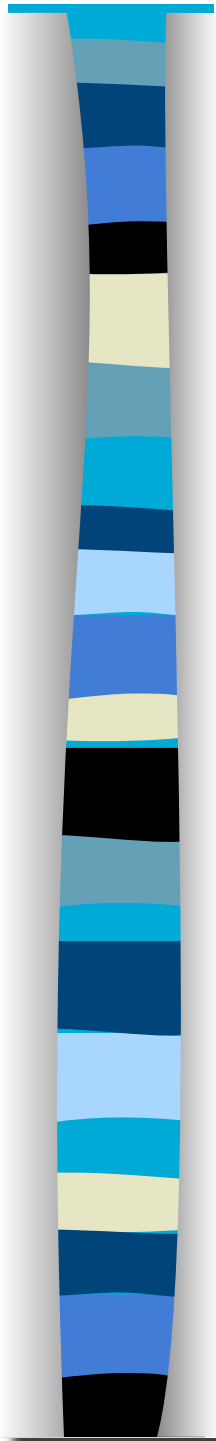


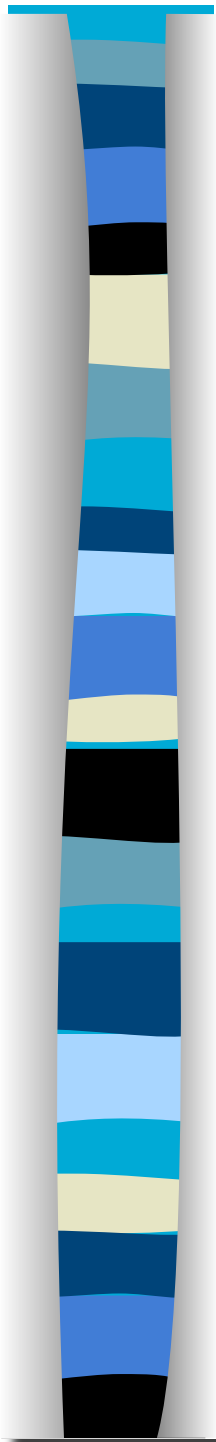
# Confidentiality

**Confidentiality** Agreeing not to share the client's information without the client's written consent, within the limits of the law.

## Definitions









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Scope of Practice



# Scope of Practice

Accurately informing clients and other professionals of the breadth and limitations of one's discipline describes which ethical principle?

- A. Working within scope of practice
- B. Referring clients appropriately
- C. Inherent worth of all people
- D. Do no harm

Q



# Scope of Practice

Accurately informing clients and other professionals of the breadth and limitations of one's discipline describes which ethical principle?

- A. Working within scope of practice**
- B. Referring clients appropriately
- C. Inherent worth of all people
- D. Do no harm

A



# Scope of Practice

If a client seeks neuromuscular therapy and the practitioner has not been trained in neuromuscular therapy, the practitioner should:

- A. Refer the client to someone who holds appropriate credentials in neuromuscular therapy
- B. Read a textbook on neuromuscular therapy to provide good care
- C. Ask a coworker who practices neuromuscular therapy to show you some techniques to provide good care
- D. Refer the client to a physical therapist because neuromuscular therapy is out of the scope of practice for massage

Q





# Scope of Practice

If a client seeks neuromuscular therapy and the practitioner has not been trained in neuromuscular therapy, the practitioner should:

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A



# Scope of Practice

Practitioners should avoid documenting information beyond the scope of practice, such as:

- A. The client's emotional state or behavioral irregularities
- B. The client's progress with exercises and self-care
- C. The client's address and other contact information
- D. A list of the client's medications and other treatments received

Q



# Scope of Practice

Practitioners should avoid documenting information beyond the scope of practice, such as:

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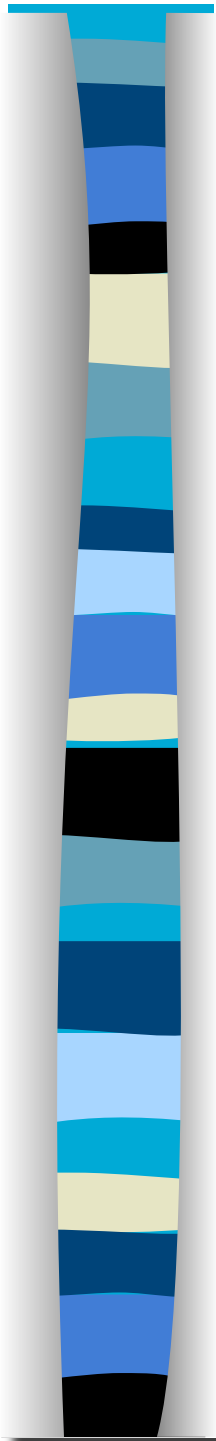
A

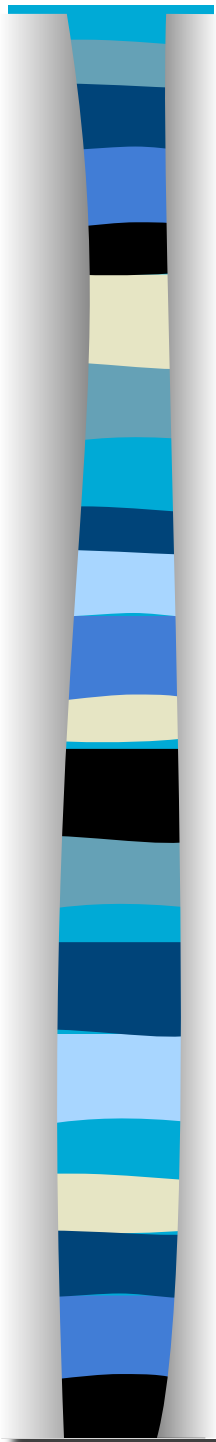


# Scope of Practice

**Limits of training** The extent to which a therapist is qualified to perform certain therapies based on his or her education and/or certification.

## Definitions









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Discrimination





# Discrimination

A massage practitioner in the local community is fitness-oriented. She will only work with clients in good physical health. This practitioner is practicing:

- A. Countertransference
- B. The power differential
- C. Transference
- D. Discrimination

Q



# Discrimination

A massage practitioner in the local community is fitness-oriented. She will only work with clients in good physical health. This practitioner is practicing:

- A. Countertransference
- B. The power differential
- C. Transference
- D. Discrimination**

A



# Discrimination

A massage practitioner in the local community is devoutly religious. He will only work on clients from his church. This practitioner is practicing:

- A. Racism
- B. Sexism
- C. Stereotyping
- D. Discrimination

Q



# Discrimination

A massage practitioner in the local community is devoutly religious. He will only work on clients from his church. This practitioner is practicing:

- A. Racism
- B. Sexism
- C. Stereotyping
- D. Discrimination**

A



# Discrimination

Discrimination is:

- A. When prejudicial or racial attitudes lead to negative behavior
- B. A pre-formed opinion (usually unfavorable) based on inadequate knowledge or inaccurate stereotypes
- C. The belief that one's ethnicity is superior to, or significantly different from, another person's ethnicity
- D. The adoption of an oversimplified opinion or image of another group of people

Q



# Discrimination

Discrimination is:

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- B. A pre-formed opinion (usually unfavorable) based on inadequate knowledge or inaccurate stereotypes
- C. The belief that one's ethnicity is superior to, or significantly different from, another person's ethnicity
- D. The adoption of an oversimplified opinion or image of another group of people

A



# Discrimination

Treating a client with less respect because of race, gender, religion, nationality, or sexual orientation is known as:

- A. Transference
- B. Countertransference
- C. Discrimination
- D. Favoritism

Q



# Discrimination

Treating a client with less respect because of race, gender, religion, nationality, or sexual orientation is known as:

- A. Transference
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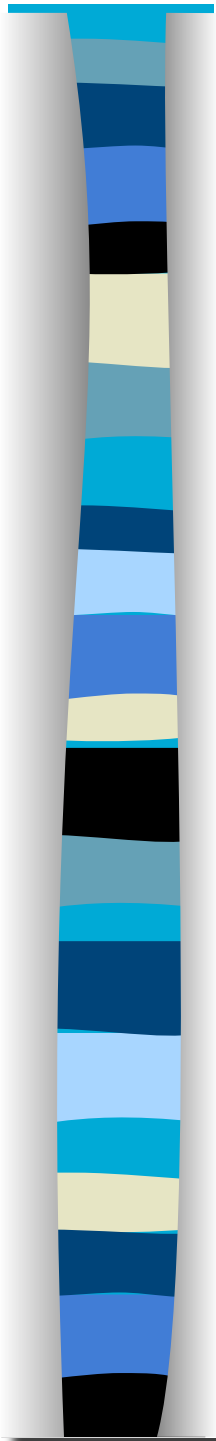


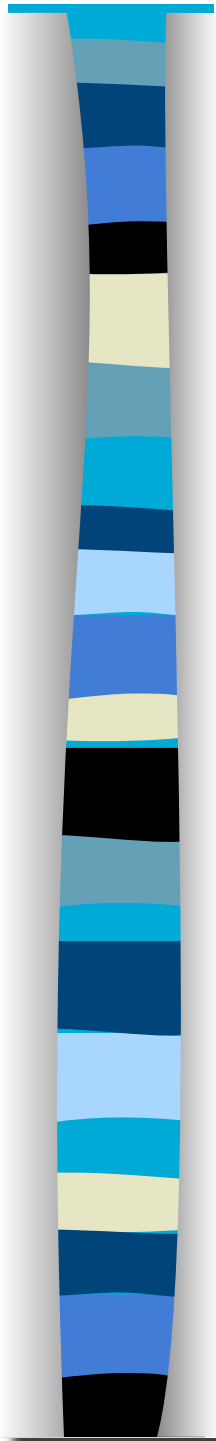


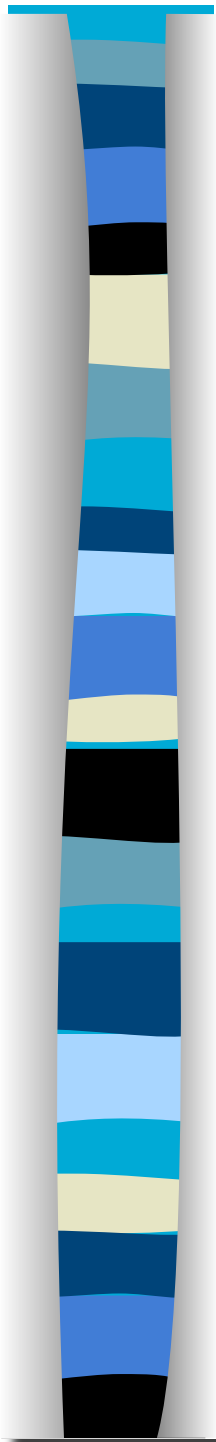
# Discrimination

**Discrimination** When prejudicial or racial attitudes lead to behavior; discrimination is an act based on prejudice or racism.

## Definitions









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Sexual Misconduct



# Sexual Misconduct

If a practitioner allows a client to make sexual jokes in the treatment room, this is considered:

- A. Inappropriate tolerance of sexual innuendo
- B. Sexual abuse of the practitioner
- C. Fine, so long as the client makes the jokes and not the practitioner
- D. Fine, so long as the practitioner is not offended by the jokes

Q



# Sexual Misconduct

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- B. Sexual abuse of the practitioner
- C. Fine, so long as the client makes the jokes and not the practitioner
- D. Fine, so long as the practitioner is not offended by the jokes

A



# Sexual Misconduct

Regardless of the behavior of the client, it is always the practitioner's responsibility to:

- A. Refrain from sexual behavior
- B. Prevent the client's sexual arousal
- C. Give the client a second chance
- D. Accommodate the client

Q





# Sexual Misconduct

Regardless of the behavior of the client, it is always the practitioner's responsibility to:

- A. Refrain from sexual behavior**
- B. Prevent the client's sexual arousal
- C. Give the client a second chance
- D. Accommodate the client

A



# Sexual Misconduct

Sexual arousal can occur without the client's active intention as part of which type of response?

- A. Circulatory
- B. Sympathetic nervous system
- C. Parasympathetic nervous system
- D. Entrainment

Q



# Sexual Misconduct

Sexual arousal can occur without the client's active intention as part of which type of response?

- A. Circulatory
- B. Sympathetic nervous system
- C. Parasympathetic nervous system**
- D. Entrainment

A



# Sexual Misconduct

If a practitioner has strong sexual or romantic feelings for a client, the best course of action is:

- A. To attempt to hide these feelings from the client
- B. To release the feelings by discussing them with a friend
- C. To refer the client to another therapist
- D. To explain the feelings to the client and ask for a response

Q



# Sexual Misconduct

If a practitioner has strong sexual or romantic feelings for a client, the best course of action is:

- A. To attempt to hide these feelings from the client
- B. To release the feelings by discussing them with a friend
- C. To refer the client to another therapist**
- D. To explain the feelings to the client and ask for a response

A



# Sexual Misconduct

If you use a nickname for a client, such as "honey," and the client asks you to refrain from using the nickname and you use it again, it is considered:

- A. Sexual impropriety, but it will not result in legal charges
- B. Sexual harassment and may result in sexual abuse charges
- C. A breach of client confidentiality that may result in jail time
- D. A breach of client confidentiality, but it will not result in legal charges

Q



# Sexual Misconduct

If you use a nickname for a client, such as "honey," and the client asks you to refrain from using the nickname and you use it again, it is considered:

- A. Sexual impropriety, but it will not result in legal charges
- B. Sexual harassment and may result in sexual abuse charges**
- C. A breach of client confidentiality that may result in jail time
- D. A breach of client confidentiality, but it will not result in legal charges

A



# Sexual Misconduct

Using nicknames for a client such as "honey" or "handsome" is an example of:

- A. Sexual abuse
- B. Sexual impropriety
- C. Ignoring sexual innuendo
- D. Sexual neglect

Q





# Sexual Misconduct

Using nicknames for a client such as "honey" or "handsome" is an example of:

- A. Sexual abuse
- B. Sexual impropriety**
- C. Ignoring sexual innuendo
- D. Sexual neglect

A



# Sexual Misconduct

What is one way to effectively adjust techniques to cause an erection to subside?

- A. Work at a quicker pace with more percussive strokes
- B. Work with long, fluid strokes
- C. Work at a slower pace with more holding strokes
- D. Work with lighter pressure

Q



# Sexual Misconduct

What is one way to effectively adjust techniques to cause an erection to subside?

- A. Work at a quicker pace with more percussive strokes**
- B. Work with long, fluid strokes
- C. Work at a slower pace with more holding strokes
- D. Work with lighter pressure

A



# Sexual Misconduct

Which of the following is always considered a violation of a practitioner's code of ethics?

- A. Forming a dual relationship
- B. Initiating sexual contact
- C. Refusing service
- D. Accepting trades

Q



# Sexual Misconduct

Which of the following is always considered a violation of a practitioner's code of ethics?

- A. Forming a dual relationship
- B. Initiating sexual contact**
- C. Refusing service
- D. Accepting trades

A



# Sexual Misconduct

In order to avoid misinterpretation of the practitioner's intent, the practitioner should discuss the therapeutic reasons for working potentially sexualized areas of the body such as the:

A. Lower back

B. Neck

C. Face

D. Abdomen

Q



# Sexual Misconduct

In order to avoid misinterpretation of the practitioner's intent, the practitioner should discuss the therapeutic reasons for working potentially sexualized areas of the body such as the:

A. Lower back

B. Neck

C. Face

**D. Abdomen**

A



# Sexual Misconduct

If a practitioner compliments a client on how good she looks in her jeans, this is considered:

- A. Use of good rapport building skills to put the client at ease
- B. Lack of attention to client confidentiality
- C. Use of sexual innuendo, whether intentional or not
- D. Use of warmth and proper intimacy to build client communication

Q





# Sexual Misconduct

If a practitioner compliments a client on how good she looks in her jeans, this is considered:

- A. Use of good rapport building skills to put the client at ease
- B. Lack of attention to client confidentiality
- C. Use of sexual innuendo, whether intentional or not**
- D. Use of warmth and proper intimacy to build client communication

A



# Sexual Misconduct

Which of these seemingly innocent comments on a client's appearance would most likely create discomfort for the client?

- A. "Your pectoralis muscles are much stronger on the right than the left."
- B. "Your shoulders are a bit rounded forward. Have you been working longer hours?"
- C. "Wow, your arms look amazingly toned. Have you been working out?"
- D. "These points in your glutes can be intense, so please communicate to me about the pressure."

Q



# Sexual Misconduct

Which of these seemingly innocent comments on a client's appearance would most likely create discomfort for the client?

- A. "Your pectoralis muscles are much stronger on the right than the left."
- B. "Your shoulders are a bit rounded forward. Have you been working longer hours?"
- C. "Wow, your arms look amazingly toned. Have you been working out?"**
- D. "These points in your glutes can be intense, so please communicate to me about the pressure."

**A**



# Sexual Misconduct

In which circumstance is it permissible to form a romantic relationship with a client?

- A. Both parties consent to the romantic relationship
- B. Six months has elapsed since termination of the professional relationship
- C. The client receives only one session per month
- D. The client receives only reflexology and not full- body massage

Q



# Sexual Misconduct

In which circumstance is it permissible to form a romantic relationship with a client?

- A. Both parties consent to the romantic relationship
- B. Six months has elapsed since termination of the professional relationship**
- C. The client receives only one session per month
- D. The client receives only reflexology and not full- body massage

A



# Sexual Misconduct

This can lead to criminal charges, loss of license, and jail time:

- A. Sexual abuse
- B. Lack of attention to sexual innuendo
- C. Sexual innuendo
- D. Sexual impropriety

Q



# Sexual Misconduct

This can lead to criminal charges, loss of license, and jail time:

**A. Sexual abuse**

B. Lack of attention to sexual innuendo

C. Sexual innuendo

D. Sexual impropriety

A



# Sexual Misconduct

Showing artistic pictures of nude bodies in a massage business environment is considered:

- A. Appropriate so long as both male and female bodies are shown in equal measure
- B. Sexual innuendo that is not associated with sexual harassment
- C. Appropriate so long as no genitals are displayed in the images
- D. Sexual innuendo and can lead to sexual harassment charges

Q





# Sexual Misconduct

Showing artistic pictures of nude bodies in a massage business environment is considered:

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- B. Sexual innuendo that is not associated with sexual harassment
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- D. Sexual innuendo and can lead to sexual harassment charges**

A



# Sexual Misconduct

Negative comments about another practitioner's sexuality based on sex-stereotyping, such as comments about another practitioner's sexual orientation, is considered:

- A. Sexual impropriety
- B. Sexual abuse
- C. Sexual harassment
- D. Sexual innuendo

Q



# Sexual Misconduct

Negative comments about another practitioner's sexuality based on sex-stereotyping, such as comments about another practitioner's sexual orientation, is considered:

- A. Sexual impropriety
- B. Sexual abuse
- C. Sexual harassment**
- D. Sexual innuendo

A



# Sexual Misconduct

Clients may experience unwanted sexual arousal responses because:

- A. The head, neck, genitals, and trunk region share the same nerve plexuses
- B. The abdominal area, gluteal region, lower extremities, and genitals share the same nerve plexuses
- C. The upper extremities, trapezius, genitals, and sternocleidomastoid share the same nerve plexuses
- D. The hands, wrists, ankles, feet, and genitals share the same nerve plexuses

Q



# Sexual Misconduct

Clients may experience unwanted sexual arousal responses because:

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- D. The hands, wrists, ankles, feet, and genitals share the same nerve plexuses

A



# Sexual Misconduct

Which of the following is NOT inappropriate sexual behavior on the part of the practitioner?

- A. Telling sexual jokes
- B. Entering the room before the client is completely dressed
- C. Conversing about personal sexual issues
- D. Undraping a client's lateral gluteal muscles

Q



# Sexual Misconduct

Which of the following is NOT inappropriate sexual behavior on the part of the practitioner?

- A. Telling sexual jokes
- B. Entering the room before the client is completely dressed
- C. Conversing about personal sexual issues
- D. Undraping a client's lateral gluteal muscles**

A



# Sexual Misconduct

Sexual feelings toward a client become unethical when:

- A. The practitioner leaves his/her massage job and moves to another clinic
- B. The practitioner continues to see the client but drops his/her attachment and seeks advice from a supervisor
- C. The practitioner refers the client to someone else and seeks advice from a supervisor
- D. The practitioner fails to refer the client to someone else and/or allows the feelings to develop

Q





# Sexual Misconduct

Sexual feelings toward a client become unethical when:

- A. The practitioner leaves his/her massage job and moves to another clinic
- B. The practitioner continues to see the client but drops his/her attachment and seeks advice from a supervisor
- C. The practitioner refers the client to someone else and seeks advice from a supervisor
- D. The practitioner fails to refer the client to someone else and/or allows the feelings to develop**

**A**



# Sexual Misconduct

It is never appropriate for a practitioner to:

- A. Uncover the gluteal region
- B. Date a current client
- C. Ignore a client's erection
- D. Massage the abdomen

Q



# Sexual Misconduct

It is never appropriate for a practitioner to:

- A. Uncover the gluteal region
- B. Date a current client**
- C. Ignore a client's erection
- D. Massage the abdomen

A



# Sexual Misconduct

In the case of client misconduct, such as making a sexual advance, the practitioner should document this on a(n):

- A. Confidentiality agreement
- B. Release of information
- C. Police report
- D. Incident report

Q



# Sexual Misconduct

In the case of client misconduct, such as making a sexual advance, the practitioner should document this on a(n):

- A. Confidentiality agreement
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A



# Sexual Misconduct

Is sexual impropriety more or less serious than a lack of attention to sexual innuendo?

- A. Sexual impropriety is only serious if the practitioner is offended by the client
- B. Sexual innuendo is not serious but sexual impropriety can lead to sexual harassment charges
- C. Sexual impropriety is only serious if the client is offended by the practitioner
- D. They are both serious and can lead to sexual harassment charges

Q



# Sexual Misconduct

Is sexual impropriety more or less serious than a lack of attention to sexual innuendo?

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**A**



# Sexual Misconduct

All of the following are considered sexual abuse of a client EXCEPT:

- A. Allowing the client to touch the practitioner in a sexual way
- B. Requesting that a client remove her clothing to her level of comfort while draped on the massage table
- C. Masturbating in the presence of the client
- D. Requesting that the client masturbate in the presence of the practitioner

Q





# Sexual Misconduct

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- B. Requesting that a client remove her clothing to her level of comfort while draped on the massage table**
- C. Masturbating in the presence of the client
- D. Requesting that the client masturbate in the presence of the practitioner

A



# Sexual Misconduct

Which of the following is NOT an example of sexual impropriety?

- A. Telling the client a sexually explicit joke
- B. Displaying sexually explicit artwork in the treatment room
- C. Asking a client to hold the drape across her breasts while working lateral shoulder muscles
- D. Listening to a client's sexually explicit joke

Q



# Sexual Misconduct

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- B. Displaying sexually explicit artwork in the treatment room
- C. Asking a client to hold the drape across her breasts while working lateral shoulder muscles**
- D. Listening to a client's sexually explicit joke

A



# Sexual Misconduct

Which of the following would NOT be considered sexually inappropriate in terms of communicating with clients beyond the session?

- A. Calling the client the next day to ask how her body is feeling after the session
- B. Sending the client frequent texts or emails just to check in and see "how things are going"
- C. Calling the client to ask if she needs to talk about the issues with her boyfriend mentioned in the last session
- D. Calling the client to ask about the outcome of the discussion with her boyfriend mentioned in the last session

Q



# Sexual Misconduct

Which of the following would NOT be considered sexually inappropriate in terms of communicating with clients beyond the session?

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**A**



# Sexual Misconduct

Because of the power differential between practitioner and client, any sexual misconduct, even if the client consents or initiates, is legally considered:

- A. Mutual
- B. Abuse
- C. Disrespect
- D. Neglect

Q



# Sexual Misconduct

Because of the power differential between practitioner and client, any sexual misconduct, even if the client consents or initiates, is legally considered:

A. Mutual

**B. Abuse**

C. Disrespect

D. Neglect

A



# Sexual Misconduct

Because of the intimate nature of massage, this type of behavior should not be ignored:

- A. Supporting a client's emotional release
- B. Deep breathing
- C. Undraping the gluteal region
- D. The use of sexual innuendo

Q





# Sexual Misconduct

Because of the intimate nature of massage, this type of behavior should not be ignored:

- A. Supporting a client's emotional release
- B. Deep breathing
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- D. The use of sexual innuendo**

A



# Sexual Misconduct

**Sexual abuse** In a therapeutic relationship, the practitioner develops a power advantage over the client (power differential) and is considered a legal caregiver. For this reason, any sexual misconduct (regardless if the client consents), is considered sexual abuse. The practitioner is responsible and liable for sexual abuse, even if the client initiates sexual behavior. Sexual abuse is punishable by the law and may lead to severe fines or imprisonment.

**Sexual harassment** Uninvited or unwelcome verbal or physical behavior of a sexual nature, especially by a person in an authority position (e.g., a practitioner with a client because of the power differential that exists in therapeutic relationships). Sexual harassment is punishable by the law and may lead to severe fines or imprisonment.

## Definitions

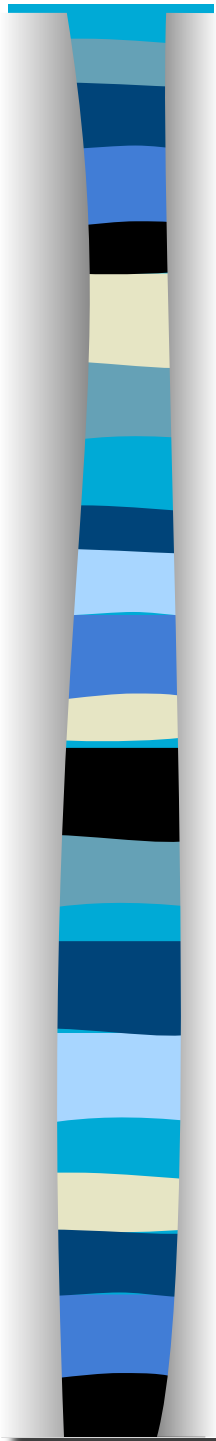


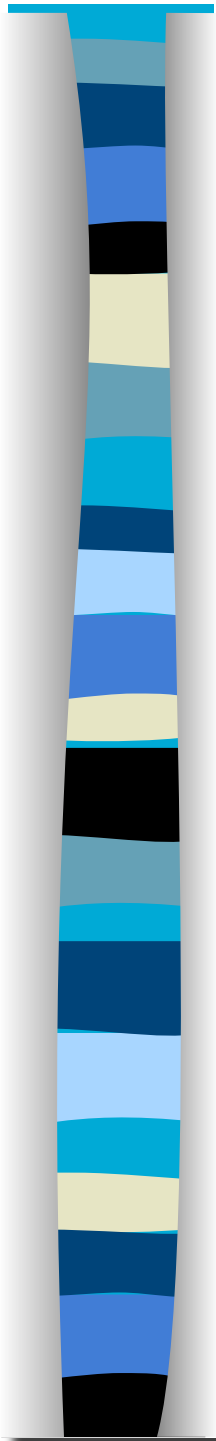
# Sexual Misconduct

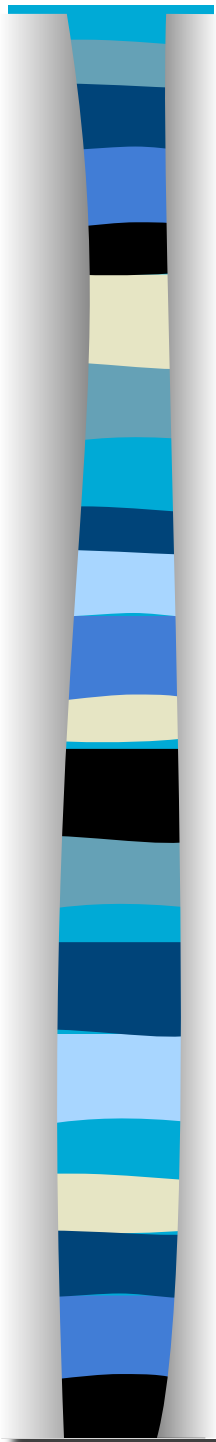
**Sexual impropriety** A failure to observe professional standards or show due modesty in the massage environment. Examples of sexual impropriety include poor draping practices, telling sexual jokes, discussion of one's own sexuality within earshot of a client, gender-based comments or sexual stereotyping based on sexual orientation, requests of a date or the acceptance of a date, or emailing or calling clients for reasons unrelated to the massage session. Sexual impropriety can lead to sexual harassment charges.

**Sexual innuendo** An insinuation, oblique remark, hint, overtone, undertone, or allusive reference that suggests sexual interest or intent. For example, hanging "artistic" nude photographs in the massage clinic, calling a client by a sexual nickname such as "honey," making approving body comments such as, "You look great in those jeans," etc.

## Definitions









# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

High Quality of Care



# High Quality of Care

Keeping the client's best interest in mind with every action and word describes the ethical principle of:

- A. Standards of practice
- B. Commitment to high-quality care
- C. Informed consent
- D. Honest representation of qualifications

Q





# High Quality of Care

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A



# High Quality of Care

If a practitioner starts a session late or ends a session early, he/she is violating which ethical code?

- A. Sexual impropriety, which could lead to sexual harassment charges
- B. Breach of client confidentiality
- C. Conflicts of interest related to kickbacks
- D. Commitment to high-quality service and client care

Q



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- D. Commitment to high-quality service and client care**

A



# High Quality of Care

Which of the following is NOT directly related to providing high-quality care?

- A. Creating a website that displays professional images and text
- B. Practicing self-care and maintaining one's own health
- C. Contacting a mentor for advice on challenging clients
- D. Participating in continuing education courses

Q



# High Quality of Care

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A



# High Quality of Care

An example of an activity that would be in conflict with the practitioner's responsibility to act in the best interest of the client is:

- A. Aggressively attempting to sell clients nutritional supplements or dietary aids
- B. Offering clients a free massage when they purchase a package of 10 sessions
- C. Referring a sedentary or stiff client to a movement therapist
- D. Referring clients to a colleague while practitioner is on vacation

Q



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A



# High Quality of Care

Which word signifies the competence, skill, good judgment, appropriate dress, and polite behavior that is expected from a person who is trained to do a job well?

- A. Establishing boundaries
- B. Scope of practice
- C. Ethics
- D. Professionalism

Q



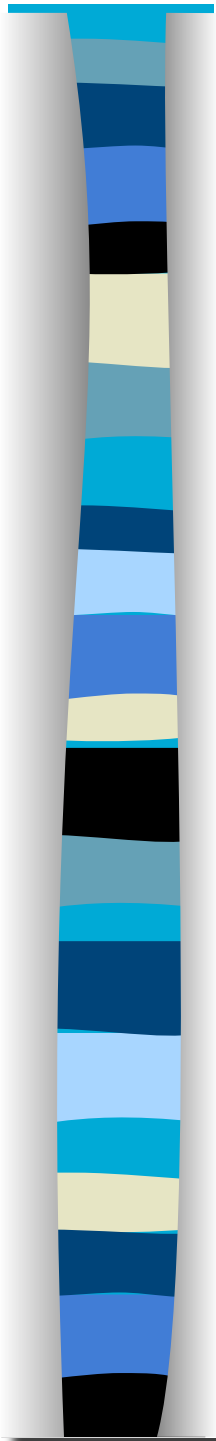


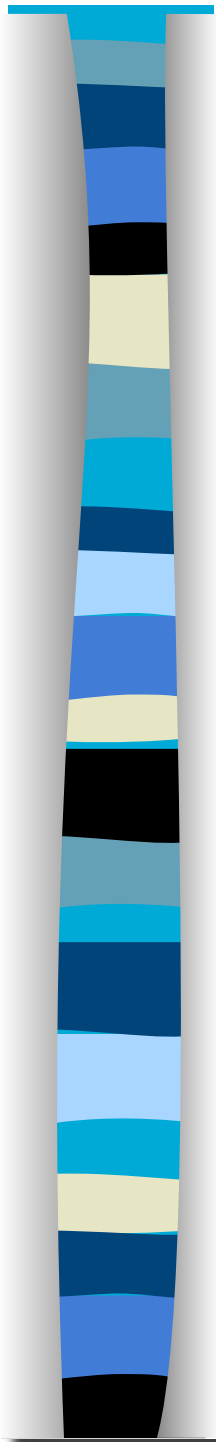
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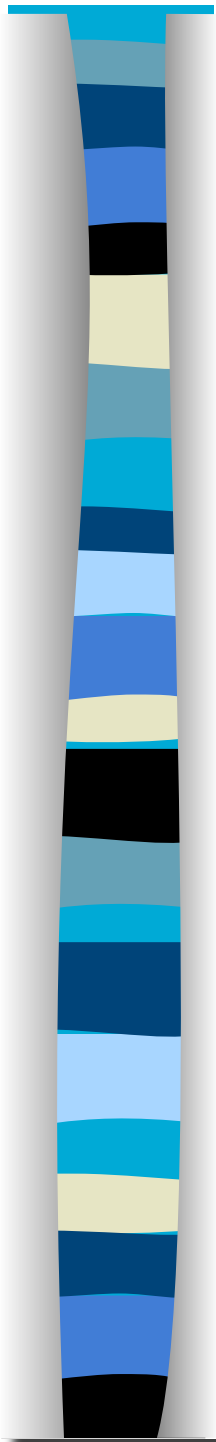
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Informed Consent



# Informed Consent

What is the most appropriate method for obtaining informed consent from a client?

- A. Send the client an email outlining the practitioner's credentials
- B. Create a verbal agreement about the treatment plan for each session
- C. Have the client read and sign an informed consent form, with an opportunity to ask questions
- D. Discuss the parameters of the massage with the client over the phone prior to treatment

Q



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A



# Informed Consent

Where is the most appropriate place to state the practitioner's zero-tolerance policy on sexual behavior?

- A. Opening of the massage
- B. Informed consent form
- C. Initial phone conversation
- D. Initial interview

Q





# Informed Consent

Where is the most appropriate place to state the practitioner's zero-tolerance policy on sexual behavior?

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A



# Informed Consent

Every client is obligated to provide which of the following to the practitioner before treatment begins?

- A. Psychological evaluation
- B. Accurate and complete health history
- C. A physician's consent
- D. Marital status and sexual orientation

Q



# Informed Consent

Every client is obligated to provide which of the following to the practitioner before treatment begins?

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- B. Accurate and complete health history**
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A



# Informed Consent

Limits to confidentiality are published and made available to the client in which document?

- A. The health history form
- B. The SOAP chart
- C. The wellness chart
- D. The informed consent document

Q



# Informed Consent

Limits to confidentiality are published and made available to the client in which document?

- A. The health history form
- B. The SOAP chart
- C. The wellness chart
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A



# Informed Consent

If a mentally disabled person is not able to read and understand the informed consent form, how should the practitioner proceed?

- A. Refuse to treat the client
- B. Require that a caretaker read and sign the document
- C. Rely on a verbal agreement with the client
- D. Forego receiving the signature, and write a note: "client unable to process"

Q



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# Informed Consent

A recourse policy is published in writing in which document?

- A. The health history form
- B. An informed consent document
- C. The SOAP chart
- D. The wellness chart

Q



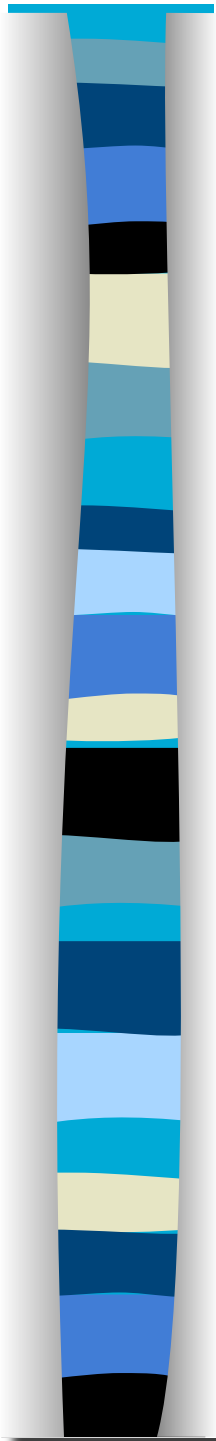


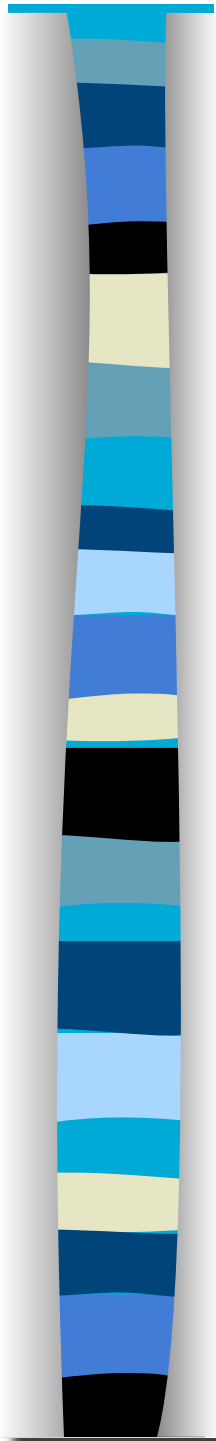
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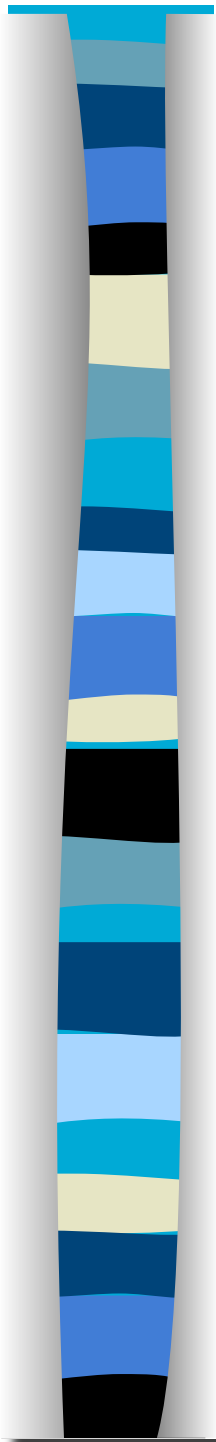
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Recourse Policy



# Recourse Policy

A recourse policy is:

- A. A policy that outlines the client's right to a refund or discount in the event that he/she is dissatisfied with the massage session
- B. A policy that outlines the practitioner's right to the full payment for the session
- C. A policy that outlines the practitioner's right to only work with the clients he/she likes
- D. A policy that outlines the client's right to seek legal support in the event of sexual misconduct

Q



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A



# Recourse Policy

Hillary's client Amy confesses that her husband has been physically abusive to her. How should Hillary react?

- A. Call the police immediately, and insist that Amy stay until officers arrive
- B. Assure her that she won't tell anyone, but urge her to report it herself
- C. Tell Amy that she is legally required to report the situation
- D. Offer her an extra half hour of energy work to help calm her down

Q



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- D. Offer her an extra half hour of energy work to help calm her down

A



# Recourse Policy

Which of the following best demonstrates this ethical principle:  
Acknowledge the limitations and contraindications of massage therapy?

- A. Ensuring the practitioner has 500 hours of education from an accredited massage school
- B. Refusing to treat a client who repeatedly cancels appointments with no advance notice
- C. Referring a client to another professional if the client's issues are beyond the practitioner's capabilities
- D. Honestly advertising the practitioner's education, certification, and legal standing

Q



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**A**



# Recourse Policy

Working within the practitioner's scope of practice involves disclosing both the contraindications and \_\_\_\_\_ of massage or bodywork.

- A. Limitations
- B. Fees
- C. Confidentiality
- D. Time frame

Q



# Recourse Policy

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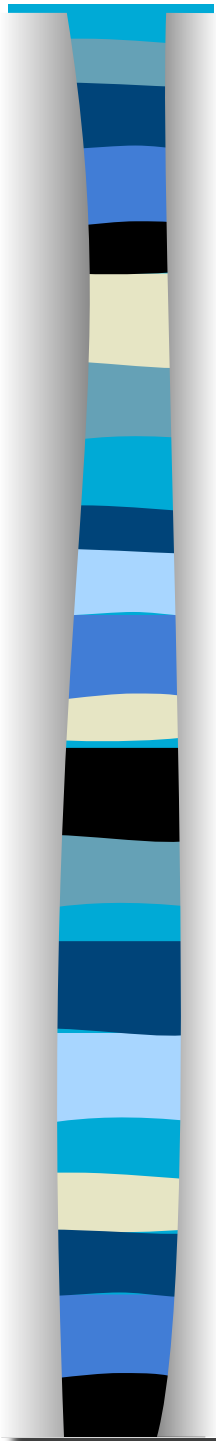
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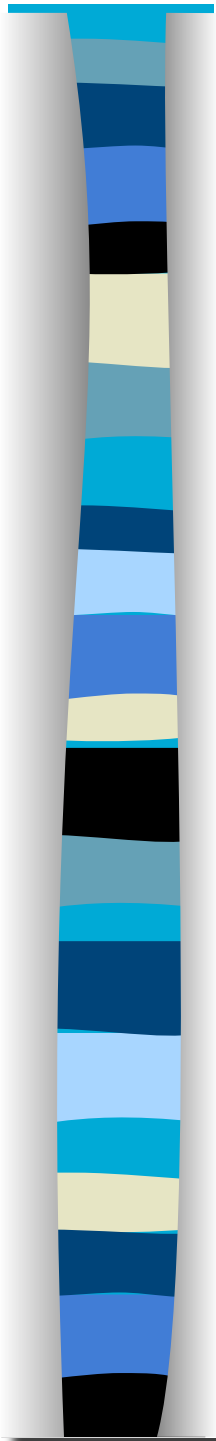
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A











# Ethics, Boundaries, & Laws: Code of Ethics

## Autonomy & Honesty in Business Practices



# Autonomy & Honesty in Business Practices

Personal independence and the capacity to make and act on one's own decisions describes the client's:

- A. Confidentiality
- B. Consent
- C. Autonomy
- D. Recourse

Q



# Autonomy & Honesty in Business Practices

Personal independence and the capacity to make and act on one's own decisions describes the client's:

- A. Confidentiality
- B. Consent
- C. Autonomy**
- D. Recourse

A



# Autonomy & Honesty in Business Practices

Client autonomy means:

- A. The practitioner has the right to determine what happens to the client's body during a massage session
- B. The client has the right to determine what happens to his/her own body
- C. The practitioner is the only person responsible for the client's health during a massage session
- D. The client is the only person responsible for his/her own health during a massage session

Q



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A



# Autonomy & Honesty in Business Practices

Practitioners who accept gifts, compensation, or other benefits intended to influence a referral, decision, or treatment related to a client are:

- A. Breaking ethical principles related to informed consent
- B. Breaking ethical principles related to "Do no harm"
- C. Breaking ethical principles related to honesty in business and finances
- D. Breaking ethical principles related to client confidentiality

Q





# Autonomy & Honesty in Business Practices

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- D. Breaking ethical principles related to client confidentiality

A



# Autonomy & Honesty in Business Practices

In regards to setting fees for a massage business, the best ethical practice is:

- A. To set consistent fees for all clients
- B. To give family members a discounted rate
- C. To give insurance companies a higher rate than cash-paying clients
- D. To use any payment scale you wish, so long as all fees are published in the informed consent documents

Q

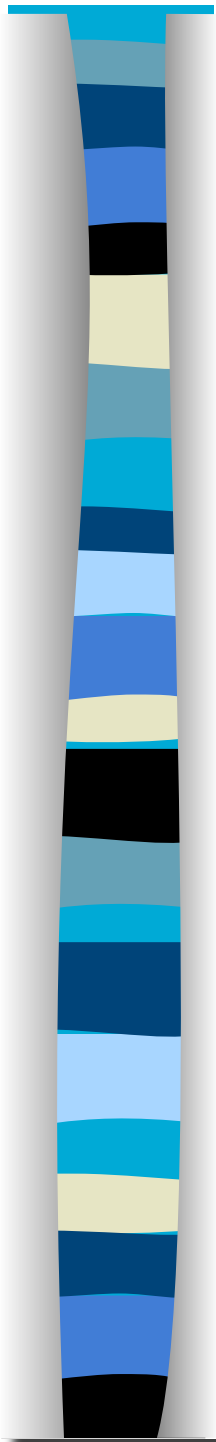


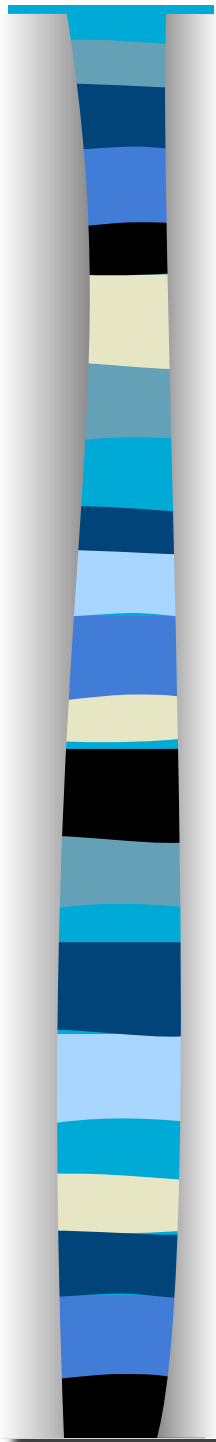
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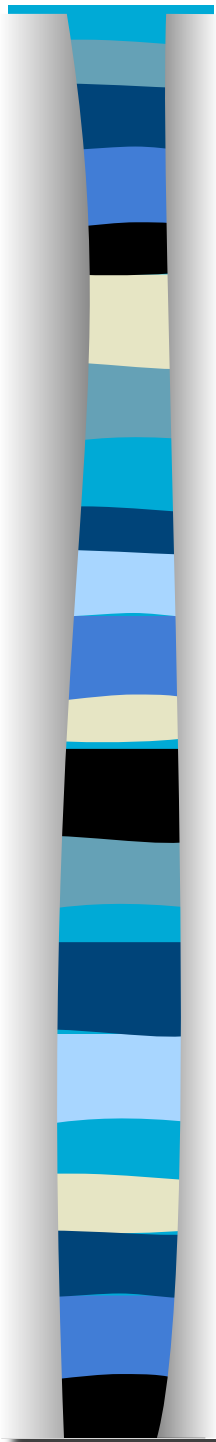
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Code of Ethics

Honest Representation of Qualifications



# Honest Representation of Qualifications

Claiming to be a neuromuscular specialist after taking a weekend workshop is a violation of which ethical principle?

- A. Honest representation of qualifications
- B. Confidentiality
- C. Nondiscrimination
- D. Scope of practice

Q





# Honest Representation of Qualifications

Claiming to be a neuromuscular specialist after taking a weekend workshop is a violation of which ethical principle?

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- C. Nondiscrimination
- D. Scope of practice

A



# Honest Representation of Qualifications

When practitioners only provide services for which they are fully trained and hold appropriate credentials, they uphold the ethical principle of:

- A. Upholding the dignity and basic rights of all people
- B. Honest representation of qualifications
- C. Client confidentiality
- D. "Do no harm"

Q



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A



# Honest Representation of Qualifications

In marketing materials, it is appropriate to:

- A. Promise to reverse structural dysfunction completely
- B. List the lower introductory rate for massage as if it is the standard rate
- C. Promise to eliminate low-back pain completely
- D. List your services, fees, and credentials

Q



# Honest Representation of Qualifications

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A



# Honest Representation of Qualifications

If a client complains that a certain pressure is too much, the practitioner has an ethical obligation to:

- A. Shift his focus and begin to massage a different area of the body
- B. Lighten the pressure and ask the client if he is comfortable with the new pressure
- C. Explain to the client why the deeper pressure will be more therapeutic
- D. Coach the client in deep breathing techniques to assist with the discomfort

Q



# Honest Representation of Qualifications

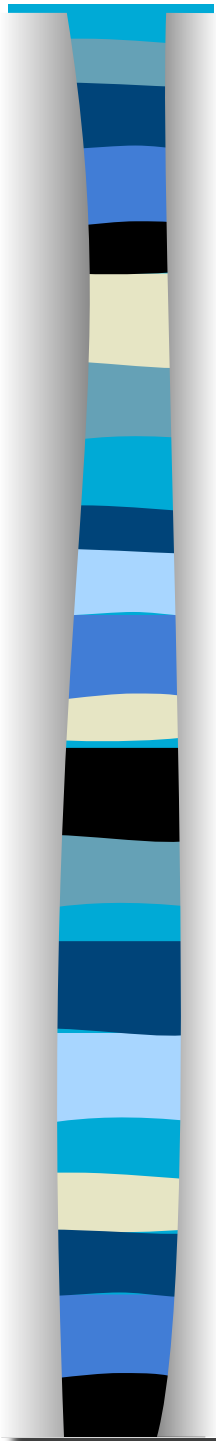
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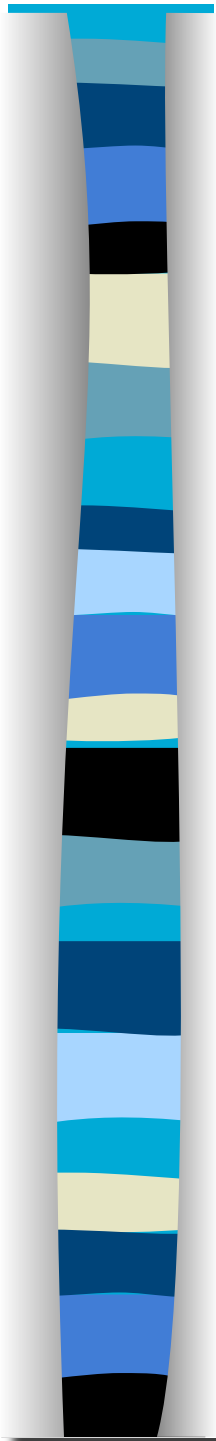
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Basic Terminology of Boundaries



# Basic Terminology

Working therapeutically with a distant acquaintance, as opposed to a close friend, makes it easier for the practitioner to create healthy:

- A. Boundaries
- B. Expectations
- C. Soft tissue
- D. Friendships

Q



# Basic Terminology

Working therapeutically with a distant acquaintance, as opposed to a close friend, makes it easier for the practitioner to create healthy:

**A. Boundaries**

B. Expectations

C. Soft tissue

D. Friendships

A



# Basic Terminology

The subconscious or conscious delineations of an individual's personal space are referred to as:

- A. Territories
- B. Regulations
- C. Boundaries
- D. Negotiations

Q



# Basic Terminology

The subconscious or conscious delineations of an individual's personal space are referred to as:

A. Territories

B. Regulations

**C. Boundaries**

D. Negotiations

A



# Basic Terminology

When one person interferes with another's personal space, intentionally or unintentionally, this is referred to as a boundary:

- A. Transference
- B. Permeation
- C. Violation
- D. Exchange

Q





# Basic Terminology

When one person interferes with another's personal space, intentionally or unintentionally, this is referred to as a boundary:

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# Basic Terminology

What are the rules specific to the profession designed to ensure the client enjoys a safe, professional, law-abiding atmosphere?

- A. Scope of practice
- B. Code of ethics
- C. Standards of practice
- D. Informed consent

Q



# Basic Terminology

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- B. Code of ethics
- C. Standards of practice**
- D. Informed consent

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# Basic Terminology

What are professional guidelines based on ethical principles?

- A. Legal requirements
- B. Regulations
- C. Standards of practice
- D. Moral codes

Q

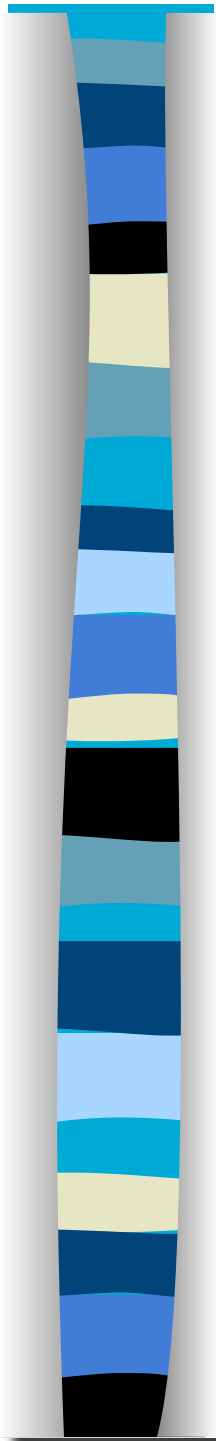


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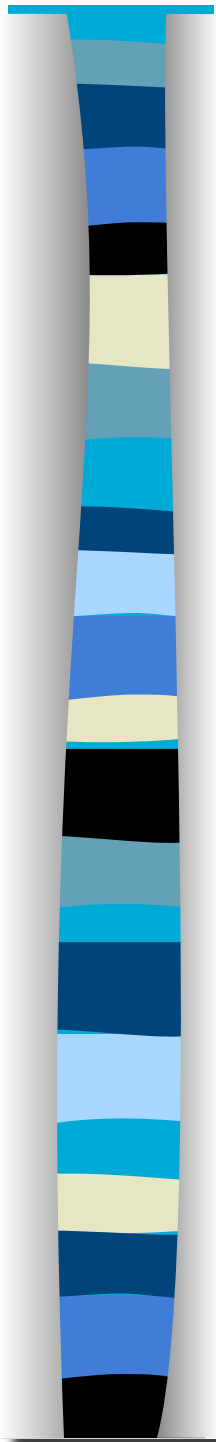
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Boundary Types



# Boundary Types

Which type of boundary is appropriate for a practitioner to exhibit if a client makes a sexual advance?

- A. Multipermeable
- B. Impermeable
- C. Semipermeable
- D. Permeable

Q



# Boundary Types

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- D. Permeable

A



# Boundary Types

A practitioner who refuses to work on a client because of race or sexual orientation is presenting which type of boundary?

- A. Multipermeable
- B. Quasi-permeable
- C. Permeable
- D. Impermeable

Q



# Boundary Types

A practitioner who refuses to work on a client because of race or sexual orientation is presenting which type of boundary?

- A. Multipermeable
- B. Quasi-permeable
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A



# Boundary Types

What type of boundary is ideal for the professional practitioner-client relationship?

- A. Permeable
- B. Semipermeable
- C. Impermeable
- D. Quasi-permeable

Q



# Boundary Types

What type of boundary is ideal for the professional practitioner-client relationship?

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- B. Semipermeable**
- C. Impermeable
- D. Quasi-permeable

A



# Boundary Types

A semipermeable boundary between practitioner and client is most appropriate because it allows the practitioner to be sensitive to the client without:

- A. Communication
- B. Risk
- C. Physical contact
- D. Personal involvement

Q





# Boundary Types

A semipermeable boundary between practitioner and client is most appropriate because it allows the practitioner to be sensitive to the client without:

A. Communication

**B. Risk**

C. Physical contact

D. Personal involvement

A



# Boundary Types

If a practitioner is discussing his own personal life and giving advice regarding the personal life of his client, he is exhibiting this type of boundary:

- A. Impermeable
- B. Multipermeable
- C. Permeable
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Q



# Boundary Types

If a practitioner is discussing his own personal life and giving advice regarding the personal life of his client, he is exhibiting this type of boundary:

- A. Impermeable
- B. Multipermeable
- C. Permeable**
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A



# Boundary Types

This type of boundary allows for a free exchange of energy, ideas, and thoughts between two people:

- A. Quasi-permeable
- B. Permeable
- C. Impermeable
- D. Semipermeable

Q

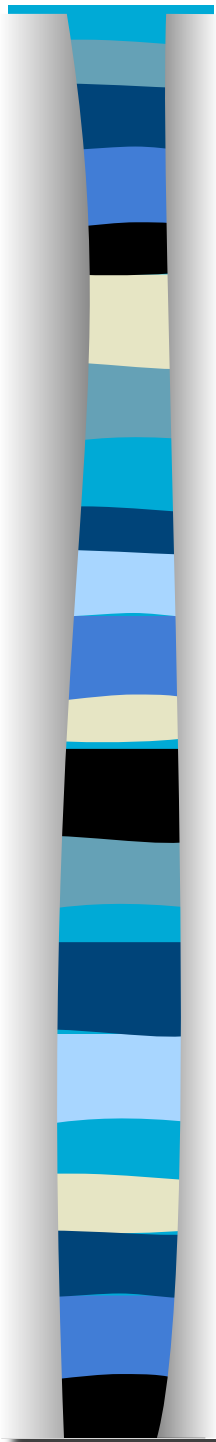


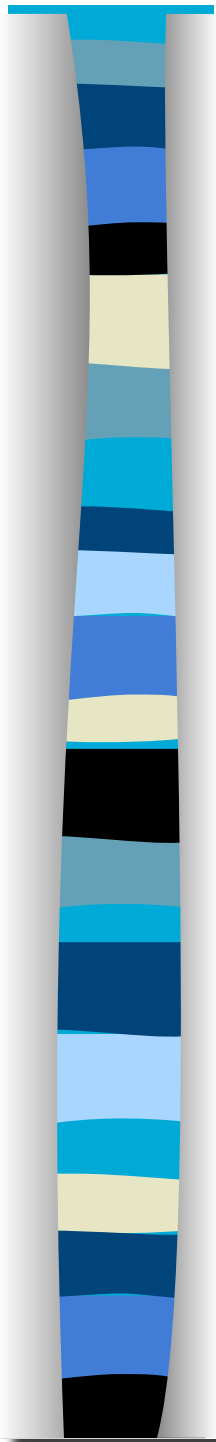
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A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Dual Relationships



# Dual Relationships

When more than one relationship with a client is present, this is known as:

- A. Countertransference
- B. A dual relationship
- C. A sexual relationship
- D. Transference

Q



# Dual Relationships

When more than one relationship with a client is present, this is known as:

A. Countertransference

**B. A dual relationship**

C. A sexual relationship

D. Transference

A



# Dual Relationships

In order to avoid creating a dual relationship, a practitioner should not provide massage to:

- A. A love interest
- B. People of the same age range
- C. People of the same gender
- D. A distant acquaintance

Q



# Dual Relationships

In order to avoid creating a dual relationship, a practitioner should not provide massage to:

- A. A love interest**
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A



# Dual Relationships

A dual relationship, as it is defined in the ethics of the massage profession, exists when:

- A. A practitioner has a secondary relationship with a client
- B. Two massage students become friends outside of class
- C. A practitioner becomes friends with her boss outside of work
- D. Two coworkers have a friendship outside of work

Q



# Dual Relationships

A dual relationship, as it is defined in the ethics of the massage profession, exists when:

- A. A practitioner has a secondary relationship with a client**
- B. Two massage students become friends outside of class
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- D. Two coworkers have a friendship outside of work

A



# Dual Relationships

Natasha's ex-boyfriend Harold shows up at her clinic requesting a massage with her. She still has feelings for him and is uncomfortable working with him. How should she respond?

- A. Natasha should ask one of the other therapists to trade clients so she doesn't have to deal with Harold
- B. Natasha should do the massage and ask lots of questions about his health, ignoring his attempts to steer the conversation toward their relationship
- C. "It's really not appropriate for you to come see me at work, but call me at home so we can talk."
- D. "It's nice to see you, but I'm not comfortable working with you. I'll see if we can reschedule you with someone else."

Q





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**A**



# Dual Relationships

While a friendship between practitioner and client is possible if the boundaries of the dual relationships are clear, this type of interaction is unacceptable and unethical:

- A. Providing both massage and acupuncture for the same client
- B. Sexual or romantic interaction between practitioner and client
- C. Referring a client to the practitioner's spouse for another modality
- D. Friendship between practitioner and client of opposite sex

Q



# Dual Relationships

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# Dual Relationships

All of the following are examples of dual relationships EXCEPT:

- A. A practitioner befriends a longtime client
- B. Two practitioners at the same clinic become friends
- C. A practitioner begins dating a client
- D. A practitioner regularly sees his aunt for massage

Q



# Dual Relationships

All of the following are examples of dual relationships EXCEPT:

- A. A practitioner befriends a longtime client
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- D. A practitioner regularly sees his aunt for massage

A



# Dual Relationships

Whose responsibility is it to determine the impact and possibility of dual relationships?

- A. The client
- B. The practitioner
- C. The clinic owner
- D. The massage instructor

Q



# Dual Relationships

Whose responsibility is it to determine the impact and possibility of dual relationships?

- A. The client
- B. The practitioner**
- C. The clinic owner
- D. The massage instructor

A



# Dual Relationships

Which person presents the least risk when considering a dual relationship?

- A. A distant acquaintance
- B. A family member
- C. A close friend
- D. A spouse

Q





# Dual Relationships

Which person presents the least risk when considering a dual relationship?

**A. A distant acquaintance**

B. A family member

C. A close friend

D. A spouse

A



# Dual Relationships

What can a practitioner do to ensure that a friendship with a client does not jeopardize the therapeutic relationship?

- A. Create clear boundaries surrounding the dual relationship
- B. Agree to trade services as opposed to exchanging money
- C. Decide that she will only interact with the client socially in a group
- D. Agree to only see the client once a month for sessions

Q



# Dual Relationships

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# Dual Relationships

In the context of a dual relationship, it becomes difficult to maintain appropriate:

- A. Boundaries
- B. Transference
- C. Countertransference
- D. Progress notes

Q



# Dual Relationships

In the context of a dual relationship, it becomes difficult to maintain appropriate:

- A. Boundaries**
- B. Transference
- C. Countertransference
- D. Progress notes

A



# Dual Relationships

When should all secondary relationships be avoided?

- A. When dealing with friends of opposite gender
- B. If the friendship came first
- C. If the therapeutic relationship came first
- D. When dealing with family members

Q



# Dual Relationships

When should all secondary relationships be avoided?

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- C. If the therapeutic relationship came first**
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A



# Dual Relationships

In order to avoid creating a dual relationship, a practitioner should not provide massage to:

- A. People of the same age range
- B. People of the same gender
- C. A love interest
- D. A distant acquaintance

Q



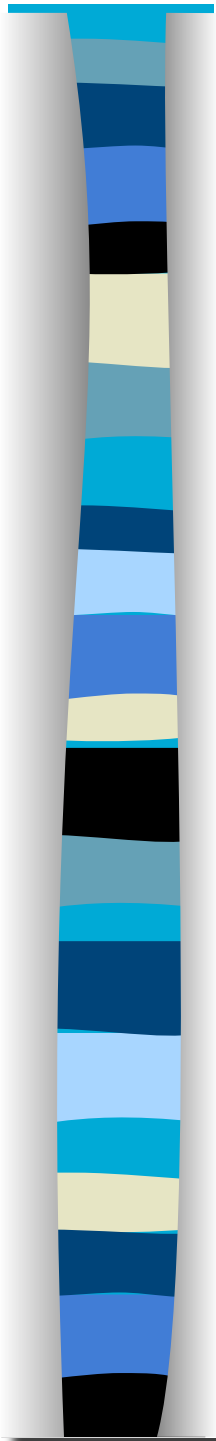


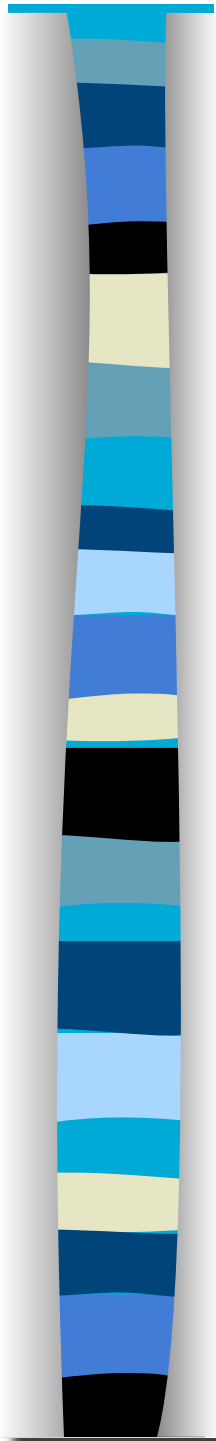
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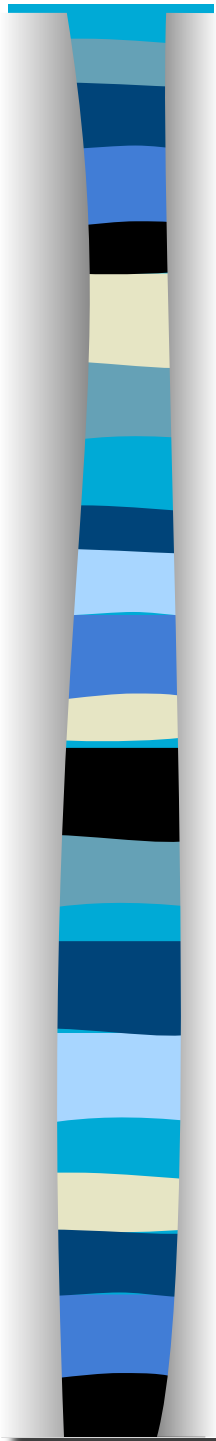
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Conflict of Interest



# Conflict of Interest

When a practitioner sees a client for massage and also tries to sell that client supplements, this is referred to as:

- A. A conflict of interest
- B. Transference
- C. Congruency
- D. Professional distance

Q



# Conflict of Interest

When a practitioner sees a client for massage and also tries to sell that client supplements, this is referred to as:

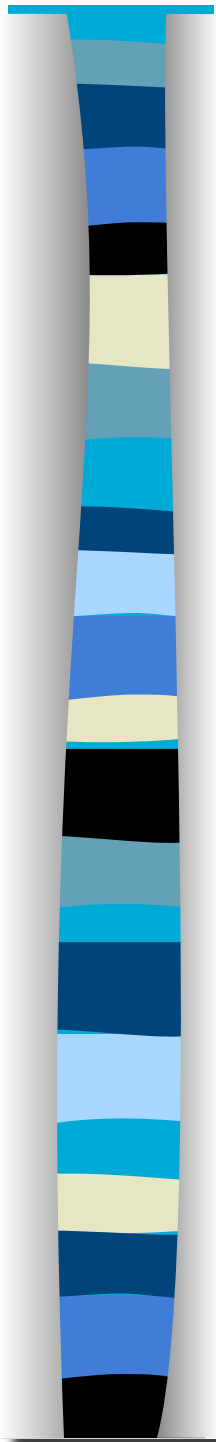
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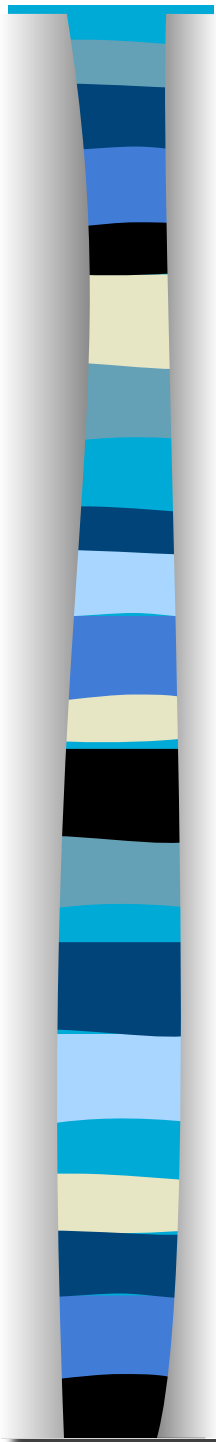
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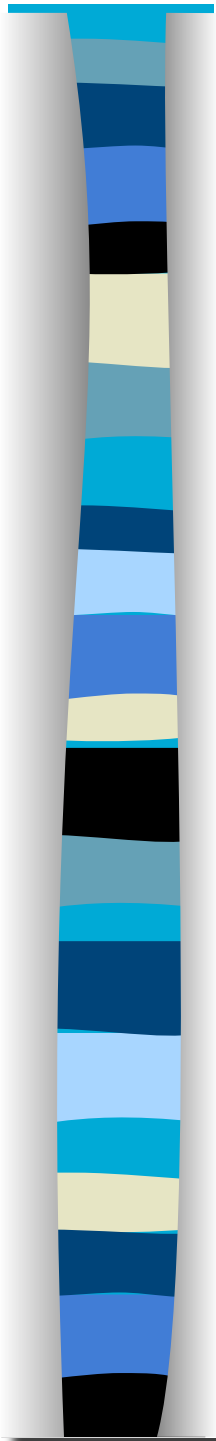
D. Professional distance

A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Power Differential



# Power Differential

Which of the following is NOT a factor in the power differential between practitioner and client?

- A. The client is lying down, undressed, while the therapist is clothed and standing
- B. The exchange of money for services between client and practitioner
- C. Skin-to-skin contact gives the client a feeling of intimacy and trust
- D. The practitioner is seen by the client to possess superior skill and knowledge

Q



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Which of the following is NOT a factor in the power differential between practitioner and client?

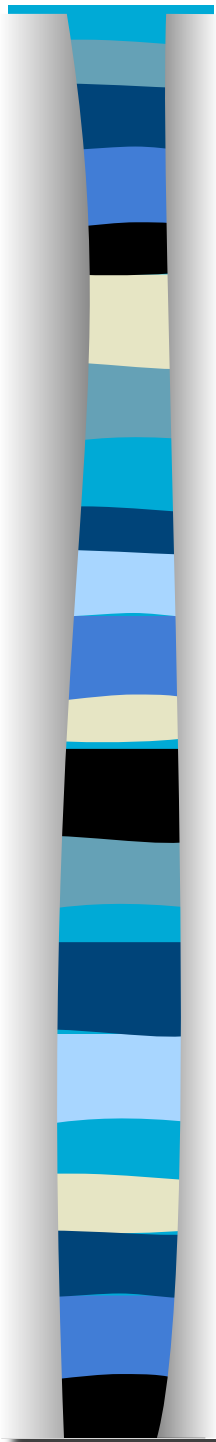
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Termination of Session



# Termination of Session

When clients use sexual innuendo or sexual impropriety, such as telling jokes of a sexual nature or sharing with the practitioner that the client hasn't had sex in a long time, it is appropriate to:

- A. Terminate the session immediately and call emergency services
- B. Continue with the session and don't say anything but write them a letter the next day explaining that they are not welcome back at the massage clinic
- C. Terminate the session immediately and leave the room
- D. Give them one warning that allows them to stop the inappropriate behavior and then terminate the session if the client does not stop the behavior that jeopardizes the therapeutic relationship

Q



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**A**



# Termination of Session

Clients are alerted to client and practitioner behaviors that are considered unethical and that may lead to termination of the session during:

- A. The client confidentiality process
- B. The range of motion assessment
- C. The posture and gait analysis
- D. The informed consent process

Q

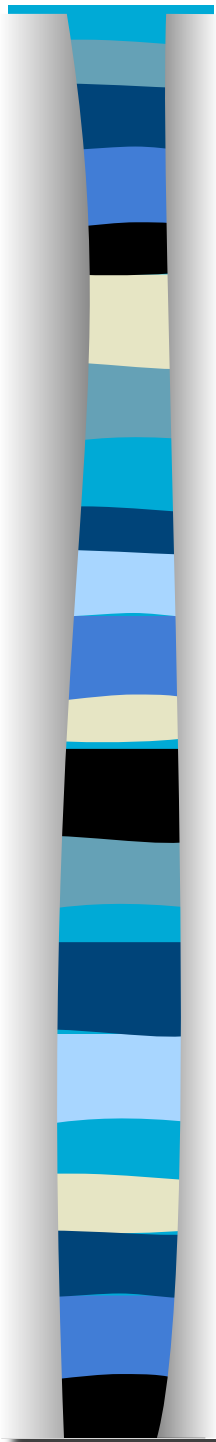


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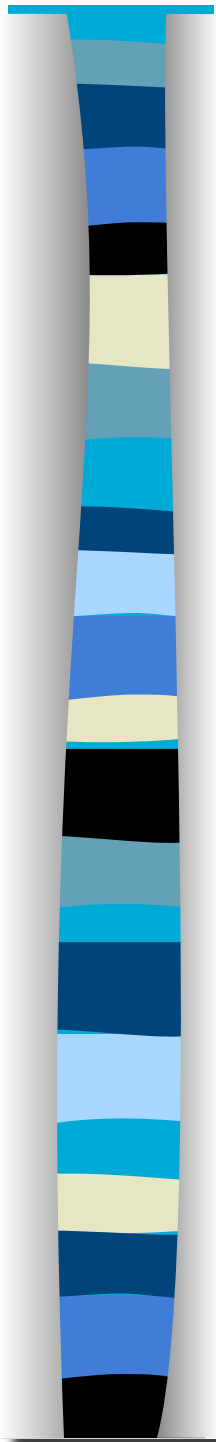
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# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Professional Boundaries

Boundaries Types



# Boundary Types

Which of the following is a violation of physical boundaries?

- A. Constantly calling the client last minute to reschedule a session
- B. Discussing the client's physical issues in a social setting
- C. Demanding that the client talk about her relationship with her mother
- D. Insisting that deeper pressure will be more therapeutic even when the client says it hurts

Q



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# Boundary Types

In order to establish professional boundaries, the practitioner should:

- A. Avoid asking the client questions about his muscular pain
- B. Refrain from engaging in conversation
- C. Practice conservative draping methods
- D. Talk extensively about technique during the massage

Q



# Boundary Types

In order to establish professional boundaries, the practitioner should:

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# Boundary Types

Emotional boundaries may be weakened if a client:

- A. Has recently undergone trauma such as a divorce
- B. Has recently landed a new job and feels excited
- C. Has recently cut sugar and carbs out of his/her diet
- D. Has recently attended a sporting event and feels elated because the home team won

Q



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# Boundary Types

If a practitioner happens to run into a client in a social setting, he should avoid:

- A. Being noticed by the client
- B. Acknowledging the client's greeting
- C. Discussing massage-related topics
- D. Engaging in conversation

Q





# Boundary Types

If a practitioner happens to run into a client in a social setting, he should avoid:

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- B. Acknowledging the client's greeting
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A



# Boundary Types

Hugging a new client upon the first greeting may feel like a violation of this client boundary type:

- A. Spiritual
- B. Physical
- C. Mental
- D. Emotional

Q



# Boundary Types

Hugging a new client upon the first greeting may feel like a violation of this client boundary type:

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**B. Physical**

C. Mental

D. Emotional

A



# Boundary Types

Sexual boundaries in a massage practice are established by:

- A. Practicing the right degree of familiarity with clients by being friendly but matter of fact
- B. Practicing the right degree of familiarity with clients by calling clients by their last names preceded by Mr. or Ms.
- C. Practicing the right degree of familiarity with clients by using anatomical terminology to impress upon clients the practitioner's expertise
- D. Practicing the right degree of familiarity with clients by calling clients by fun nicknames that keep sessions light

Q



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# Boundary Types

Unintentional or intentional physical or emotional harm that a client sustains as a result of a practitioner's actions is legally known as:

- A. Breach of physical boundaries
- B. Client abuse
- C. Breach of intellectual boundaries
- D. Transference

Q



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# Boundary Types

When a practitioner sees a good friend as a massage client, and begins to discuss her relationship troubles during the massage, she is sacrificing this aspect of the massage:

- A. Non-discrimination
- B. Physical boundaries
- C. Client-centered
- D. Confidentiality

Q





# Boundary Types

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- A. Non-discrimination
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# Boundary Types

Which of the following is NOT a healthy boundary in the practitioner-client relationship?

- A. Claiming expertise in a technique after taking a weekend workshop
- B. Enforcing a cancellation policy by requesting full payment for the missed session
- C. Starting and ending sessions on time
- D. The treatment environment is prepared and clean when the client arrives

Q



# Boundary Types

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# Boundary Types

Expressing political views during a session is an example of crossing this type of client boundary:

- A. Spiritual
- B. Emotional
- C. Physical
- D. Mental

Q



# Boundary Types

Expressing political views during a session is an example of crossing this type of client boundary:

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- B. Emotional
- C. Physical
- D. Mental**

A



# Boundary Types

Wearing clothing that does not draw attention to the body, and avoiding referring to clients with pet names such as "sweetheart" or "darling" is an example of maintaining this type of boundary:

- A. Sexual
- B. Energetic
- C. Emotional
- D. Mental

Q



# Boundary Types

Wearing clothing that does not draw attention to the body, and avoiding referring to clients with pet names such as "sweetheart" or "darling" is an example of maintaining this type of boundary:

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# Boundary Types

What is one practitioner behavior that can confuse the client's sense of secure boundaries?

- A. Telling a client she will have to wait a few weeks after surgery before receiving massage
- B. Calling the client the day before a session to remind her of her appointment
- C. Extending sessions by 15 minutes without discussing this with the client
- D. Educating the client on lifestyle adaptations such as stretching and drinking more water

Q



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A



# Boundary Types

If a client asks outright for sexual gratification, the practitioner should:

- A. Continue with the session but use deep work on the client's back to eliminate sexual arousal
- B. Continue with the session and don't say anything but write them a letter the next day explaining that they are not welcome back at the massage clinic
- C. Tell the client he/she is not interested in the client sexually but continue with the massage
- D. Terminate the session immediately, leave the room, and call emergency services if they feel in danger

Q



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**A**



# Boundary Types

If a client has an emotional release during a session and the practitioner begins to act as a psychotherapist, giving advice or asking leading questions, this is a breach of:

- A. Confidentiality
- B. Sexual boundaries
- C. Emotional boundaries
- D. Physical boundaries

Q



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- C. Emotional boundaries**
- D. Physical boundaries

A



# Boundary Types

To establish professional boundaries, you might:

- A. Hug a client warmly during their first intake interview to put them at ease
- B. Call clients only by their last names preceded by Mr. or Ms.
- C. Call clients by nicknames that demonstrate harmless intimacy
- D. Wear a massage uniform and name tag

Q





# Boundary Types

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A



# Boundary Types

What is one effective way of creating regularity and professionalism around the opening and closing of the massage session?

- A. Starting and ending each session on time
- B. Having clients complete a health survey at the beginning of each session
- C. Having clients fill out a feedback form at the end of each session
- D. Giving late clients extra time, even if it means pushing back the next session

Q



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A



# Boundary Types

The NCBTMB mandates this period between ending a therapeutic relationship and beginning a personal relationship:

- A. 3 weeks
- B. 5 years
- C. 3 months
- D. 6 months

Q



# Boundary Types

The NCBTMB mandates this period between ending a therapeutic relationship and beginning a personal relationship:

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- B. 5 years
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# Boundary Types

If a pressing personal issue causes a practitioner's emotional boundaries to be weakened, he/she should:

- A. Maintain his/her work schedule and provide work with the client in the prone position in the event that emotions can't be contained
- B. Maintain his/her work schedule but be honest with clients that he/she is feeling low and may experience unwanted emotions during the session
- C. Refer clients to other therapists if he/she feels the emotions can't be contained
- D. Work to repress emotions and add more clients to his/her schedule to provide an emotional distraction

Q



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A



# Boundary Types

What is the best way to maintain professionalism around the issue of dating clients?

- A. Avoid dating clients in all circumstances
- B. Only date clients from private practice as opposed to clients from the clinic setting
- C. Avoid making the romantic relationship public within the professional realm
- D. Only date clients who come for infrequent or sporadic sessions

Q





# Boundary Types

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A



# Boundary Types

All of the following questions allow the client a chance to assert her own physical boundaries EXCEPT:

- A. Are there any areas you'd prefer I didn't massage?
- B. How are you feeling?
- C. Would you prefer more or less pressure?
- D. Is this technique comfortable?

Q



# Boundary Types

All of the following questions allow the client a chance to assert her own physical boundaries EXCEPT:

- A. Are there any areas you'd prefer I didn't massage?
- B. How are you feeling?**
- C. Would you prefer more or less pressure?
- D. Is this technique comfortable?

A



# Boundary Types

How can Suzy best enforce sound professional boundaries with her friend Becca, who always requests shoulder massages in social settings?

- A. Say that she is enjoying her off time right now, but she would be happy to schedule an appointment next week
- B. Tell Becca that it is rude and presumptive of her to expect massage in a social setting
- C. Excuse herself from the social setting, claiming she is tired
- D. Work on Becca's shoulders for 10 minutes, then joke that she will have to pay if she wants her to continue

Q

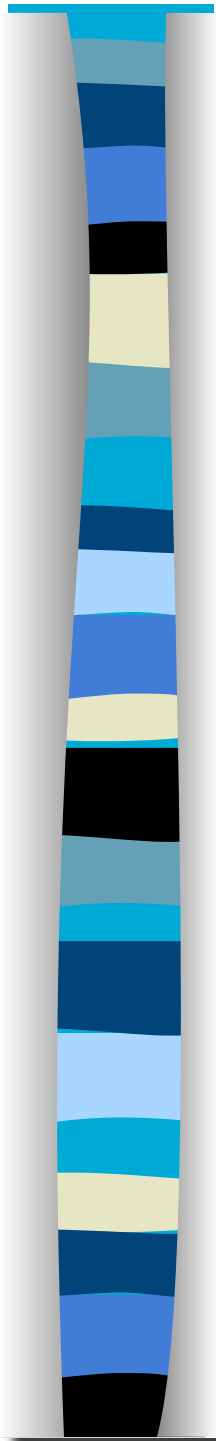


# Boundary Types

How can Suzy best enforce sound professional boundaries with her friend Becca, who always requests shoulder massages in social settings?

- A. Say that she is enjoying her off time right now, but she would be happy to schedule an appointment next week**
- B. Tell Becca that it is rude and presumptive of her to expect massage in a social setting
- C. Excuse herself from the social setting, claiming she is tired
- D. Work on Becca's shoulders for 10 minutes, then joke that she will have to pay if she wants her to continue

**A**











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Laws & Regulations

Scope of Practice



# Scope of Practice

The techniques, actions, and methods permitted to a practitioner under law describes the practitioner's:

- A. Moral guidelines
- B. Educational requirements
- C. Legal restrictions
- D. Scope of practice

Q



# Scope of Practice

The techniques, actions, and methods permitted to a practitioner under law describes the practitioner's:

- A. Moral guidelines
- B. Educational requirements
- C. Legal restrictions
- D. Scope of practice**

A



# Scope of Practice

Which of the following is NOT within the scope of practice for a massage practitioner?

- A. Recommending increased water intake and heat packs
- B. Offering counseling or psychological evaluation
- C. Providing self-care exercises and stretches
- D. Suggesting an ergonomic desk setup at work

Q



# Scope of Practice

Which of the following is NOT within the scope of practice for a massage practitioner?

- A. Recommending increased water intake and heat packs
- B. Offering counseling or psychological evaluation**
- C. Providing self-care exercises and stretches
- D. Suggesting an ergonomic desk setup at work

A



# Scope of Practice

Who is responsible for determining a massage practitioner's scope of practice?

- A. The practitioner
- B. The client
- C. A regulatory agency
- D. The teacher

Q



# Scope of Practice

Who is responsible for determining a massage practitioner's scope of practice?

- A. The practitioner
- B. The client
- C. A regulatory agency**
- D. The teacher

A



# Scope of Practice

When does the scope of practice for massage indicate the necessity of collaboration with a primary care provider?

- A. When working with terminally ill or hospitalized clients
- B. Any time the practitioner is performing therapeutic massage
- C. If the client is undergoing athletic training
- D. Any time the practitioner is performing wellness massage

Q





# Scope of Practice

When does the scope of practice for massage indicate the necessity of collaboration with a primary care provider?

- A. When working with terminally ill or hospitalized clients**
- B. Any time the practitioner is performing therapeutic massage
- C. If the client is undergoing athletic training
- D. Any time the practitioner is performing wellness massage

A



# Scope of Practice

While working on the mid-back, a client's spine adjusts with an audible pop. The client asks the practitioner if he just adjusted her back. How should he respond?

- A. "No, why? Was that painful? I'm so sorry, I didn't mean to work that deeply."
- B. "Yes, I could tell that T-7 needed to shift to the right. Do you want me to adjust your neck?"
- C. "Yes, I can often tell where your bones are out of alignment and, with firm pressure, I can get them to move."
- D. "It is never my intention to cause a spinal adjustment, but this will often happen naturally as your muscles let go."

Q

A decorative vertical bar on the left side of the slide. It features a stylized spine graphic with various colored segments (blue, yellow, black, grey) and a blue outline. The bar is positioned to the left of the main text area.

# Scope of Practice

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**A**



# Scope of Practice

Which of the following is within the scope of practice for therapeutic massage?

- A. Offering psychological evaluations
- B. Giving skeletal adjustments
- C. Providing nutritional counseling
- D. Rehabilitating soft tissue injuries

Q



# Scope of Practice

Which of the following is within the scope of practice for therapeutic massage?

- A. Offering psychological evaluations
- B. Giving skeletal adjustments
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A



# Scope of Practice

Which of the following represents a practitioner violating his scope of practice?

- A. A nurse uses circulatory massage for her bedridden patients
- B. An athletic trainer uses sports massage for her athletes
- C. A massage practitioner offers spinal adjustments to clients
- D. A reiki master does not obtain a massage license

Q



# Scope of Practice

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- A. A nurse uses circulatory massage for her bedridden patients
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- D. A reiki master does not obtain a massage license

A



# Scope of Practice

Randi is a massage therapist, currently in chiropractic school. Her client Javier offers to be a “guinea pig” for spinal adjustments. How can Randi best respond?

- A. Explain that massage and chiropractic should not be performed in the same session
- B. Explain that she cannot legally practice adjustments until she is a licensed chiropractor
- C. Agree, and make him sign a waiver saying that he accepts all possible risks
- D. Agree, asking frequent questions to make sure he is not in any pain

Q





# Scope of Practice

Randi is a massage therapist, currently in chiropractic school. Her client Javier offers to be a “guinea pig” for spinal adjustments. How can Randi best respond?

- A. Explain that massage and chiropractic should not be performed in the same session
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- C. Agree, and make him sign a waiver saying that he accepts all possible risks
- D. Agree, asking frequent questions to make sure he is not in any pain

**A**



# Scope of Practice

"You should take 200 mg of ibuprofen three times a day and receive chiropractic adjustments twice weekly for your back pain" is an example of:

- A. Therapeutic suggestion
- B. Creating a treatment plan
- C. Diagnosing
- D. Prescribing

Q



# Scope of Practice

"You should take 200 mg of ibuprofen three times a day and receive chiropractic adjustments twice weekly for your back pain" is an example of:

- A. Therapeutic suggestion
- B. Creating a treatment plan
- C. Diagnosing
- D. Prescribing**

A



# Scope of Practice

Diagnosing a medical condition is considered:

- A. Outside the scope of practice for any massage practitioner
- B. Within the scope of practice for wellness massage
- C. Within the scope of practice for therapeutic massage
- D. Outside the scope of practice for medical professionals

Q



# Scope of Practice

Diagnosing a medical condition is considered:

- A. Outside the scope of practice for any massage practitioner**
- B. Within the scope of practice for wellness massage
- C. Within the scope of practice for therapeutic massage
- D. Outside the scope of practice for medical professionals

A



# Scope of Practice

Use of which tool is permitted within the scope of practice for a massage practitioner?

- A. T-bars
- B. Ultrasound machine
- C. Acupuncture needles
- D. Electrical stimulation machine

Q



# Scope of Practice

Use of which tool is permitted within the scope of practice for a massage practitioner?

- A. T-bars**
- B. Ultrasound machine
- C. Acupuncture needles
- D. Electrical stimulation machine

A



# Scope of Practice

In what instance is a spinal adjustment included in a massage practitioner's scope of practice?

- A. If the practitioner is working in a chiropractor's office
- B. If the practitioner is certified in structural integration
- C. Spinal adjustment is never part of the scope of practice
- D. If the practitioner is a certified Rolfer

Q





# Scope of Practice

In what instance is a spinal adjustment included in a massage practitioner's scope of practice?

- A. If the practitioner is working in a chiropractor's office
- B. If the practitioner is certified in structural integration
- C. Spinal adjustment is never part of the scope of practice**
- D. If the practitioner is a certified Rolfer

A



# Scope of Practice

In most programs, a basic "wellness" massage education would NOT prepare a practitioner to work with:

- A. Tension headaches
- B. Athletes
- C. Hospice clients
- D. Muscle sprains

Q



# Scope of Practice

In most programs, a basic "wellness" massage education would NOT prepare a practitioner to work with:

- A. Tension headaches
- B. Athletes
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- D. Muscle sprains

A



# Scope of Practice

When a client vents about her struggles with managing her symptoms of depression and the many medications she takes, the appropriate response from the practitioner is:

- A. To end the session, telling the client she cannot help her with these issues
- B. Compassionate listening
- C. A suggestion to quit taking her medications and manage her symptoms with nutrition
- D. A recommendation to begin a regular yoga or meditation practice

Q



# Scope of Practice

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- B. Compassionate listening**
- C. A suggestion to quit taking her medications and manage her symptoms with nutrition
- D. A recommendation to begin a regular yoga or meditation practice

A



# Scope of Practice

The diagnosis of illness or disease is:

- A. Out of the scope of practice unless the massage therapist has taken advanced training in the musculoskeletal system
- B. Allowed in the scope of practice for practitioners taking at least 1,000 hours of training
- C. Allowed in the scope of practice for massage therapy in some states
- D. Out of the scope of practice for massage therapy**

Q



# Scope of Practice

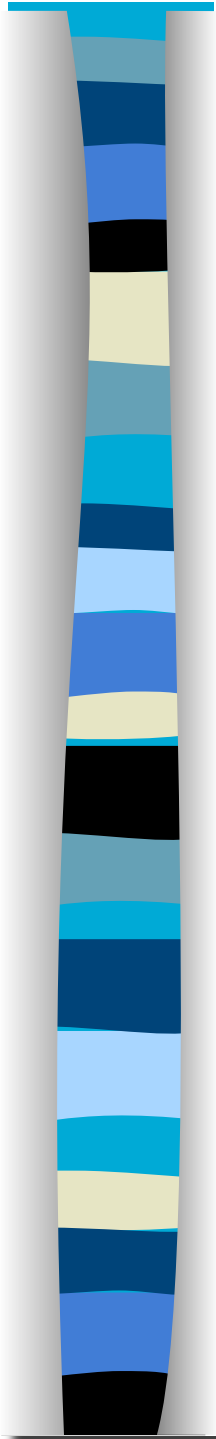
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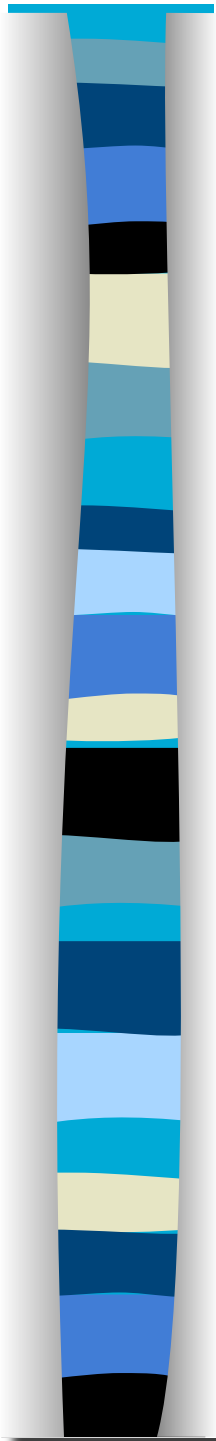
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A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Laws & Regulations

Credentials



# Credentials

This term is used to designate legal massage credentials, depending on the state:

- A. Certified
- B. Nationally certified
- C. Associated
- D. Approved

Q



# Credentials

This term is used to designate legal massage credentials, depending on the state:

- A. Certified**
- B. Nationally certified
- C. Associated
- D. Approved

A



# Credentials

This term is used to designate legal massage credentials, depending on the state:

- A. Nationally approved
- B. Affiliated
- C. Registered
- D. Associated

Q



# Credentials

This term is used to designate legal massage credentials, depending on the state:

- A. Nationally approved
- B. Affiliated
- C. Registered**
- D. Associated

A



# Credentials

This term is used to designate legal massage credentials, depending on the state:

- A. Licensed
- B. Approved
- C. Nationally certified
- D. Accredited

Q





# Credentials

This term is used to designate legal massage credentials, depending on the state:

- A. Licensed**
- B. Approved
- C. Nationally certified
- D. Accredited

A



# Credentials

Requirements to practice massage and bodywork vary according to:

- A. Work environment
- B. State of residence
- C. Age of applicant
- D. Gender of applicant

Q



# Credentials

Requirements to practice massage and bodywork vary according to:

A. Work environment

**B. State of residence**

C. Age of applicant

D. Gender of applicant

A



# Credentials

How does certification differ from licensure?

- A. Certification requires more hours of training than does licensure
- B. A license is granted by state or local government; certification typically comes from nongovernmental agencies
- C. Certification requires fewer hours of training than does licensure
- D. Licensure is optional; certification is mandatory

Q



# Credentials

How does certification differ from licensure?

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- C. Certification requires fewer hours of training than does licensure
- D. Licensure is optional; certification is mandatory

A



# Credentials

Which of the following is an example of a modality that is often excluded from the law and requirements of a massage practitioner?

- A. Reflexology
- B. Trigger-point work
- C. Neuromuscular reintegration
- D. Deep work

Q



# Credentials

Which of the following is an example of a modality that is often excluded from the law and requirements of a massage practitioner?

- A. Reflexology**
- B. Trigger-point work
- C. Neuromuscular reintegration
- D. Deep work

A



# Credentials

A requirement to practice massage in some states, this process allows an organization to keep track of practitioners in a database:

- A. Licensure
- B. Regulation
- C. Registration
- D. Certification

Q





# Credentials

A requirement to practice massage in some states, this process allows an organization to keep track of practitioners in a database:

- A. Licensure
- B. Regulation
- C. Registration**
- D. Certification

A



# Credentials

When is a license required to practice massage therapy?

- A. If the practitioner is performing therapeutic massage
- B. A license is always required
- C. If it is mandated by state or local government
- D. In a medical environment such as a hospital

Q



# Credentials

When is a license required to practice massage therapy?

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A



# Credentials

When people who have been practicing massage for a number of years under an older system are allowed to integrate into the new system, this is referred to as:

- A. Transference of credit
- B. Grandfathering
- C. Maintenance of credentials
- D. Reciprocity

Q



# Credentials

When people who have been practicing massage for a number of years under an older system are allowed to integrate into the new system, this is referred to as:

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A



# Credentials

In this type of exam, applicants perform massage in front of a panel to demonstrate competency in technique, sanitation, communication, and professionalism:

- A. Jurisprudence
- B. Licensure
- C. Practical
- D. Open-book

Q



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A. Jurisprudence

B. Licensure

**C. Practical**

D. Open-book

A



# Credentials

What is the most common designation conferred upon a professional massage practitioner?

- A. CMT
- B. RMT
- C. LMP
- D. LMT

Q





# Credentials

What is the most common designation conferred upon a professional massage practitioner?

- A. CMT
- B. RMT
- C. LMP
- D. LMT**

A



# Credentials

Along with allowing a person to practice massage, licensure also allows:

- A. A qualifying person to suggest the intake of nutritional supplements to improve muscular health
- B. A qualifying person to use a protected title and train clients in weight lifting techniques to help them build muscular strength
- C. A qualifying person to prescribe over-the-counter pain medications and the use of hot packs to clients
- D. A qualifying person to use a protected title and list their massage credentials after their name

Q



# Credentials

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- D. A qualifying person to use a protected title and list their massage credentials after their name**

**A**



# Credentials

A practitioner completing a continuing education course from a recognized provider, such as the Rolf Institute of Structural Integration, will receive a:

- A. License
- B. Certificate of completion
- C. Accreditation certificate
- D. Registration certificate

Q



# Credentials

A practitioner completing a continuing education course from a recognized provider, such as the Rolf Institute of Structural Integration, will receive a:

- A. License
- B. Certificate of completion**
- C. Accreditation certificate
- D. Registration certificate

A



# Credentials

Which of the following is a document a practitioner might have to earn before being allowed to practice massage?

- A. Confidentiality agreement
- B. Code of ethics
- C. Scope of practice statement
- D. License

Q



# Credentials

Which of the following is a document a practitioner might have to earn before being allowed to practice massage?

- A. Confidentiality agreement
- B. Code of ethics
- C. Scope of practice statement
- D. License**

A



# Credentials

This type of exam, usually open-book, tests knowledge of state laws, ethics, and continuing education requirements for massage practitioners:

- A. State-approved
- B. Practical
- C. Jurisprudence
- D. Regulatory

Q





# Credentials

This type of exam, usually open-book, tests knowledge of state laws, ethics, and continuing education requirements for massage practitioners:

A. State-approved

B. Practical

**C. Jurisprudence**

D. Regulatory

A



# Credentials

The most common number of hours of education required for state licensure to practice massage is:

- A. 1000
- B. 100
- C. 750
- D. 500

Q



# Credentials

The most common number of hours of education required for state licensure to practice massage is:

- A. 1000
- B. 100
- C. 750
- D. 500

A



# Credentials

The professional practitioner has an ethical obligation to:

- A. Serve any client no matter their physical condition
- B. Trade services with fellow practitioners to build a referral base
- C. Meet the state's requirements for continuing education
- D. Offer discounts or packages to make services affordable

Q



# Credentials

The professional practitioner has an ethical obligation to:

- A. Serve any client no matter their physical condition
- B. Trade services with fellow practitioners to build a referral base
- C. Meet the state's requirements for continuing education**
- D. Offer discounts or packages to make services affordable

A



# Credentials

When people who have been practicing massage for a number of years under an older system are allowed to integrate into the new system, this is referred to as:

- A. Grandfathering
- B. Maintenance of credentials
- C. Transference of credit
- D. Reciprocity

Q



# Credentials

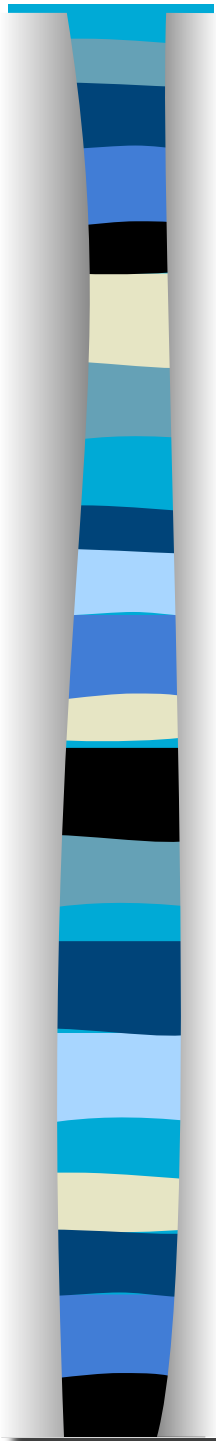
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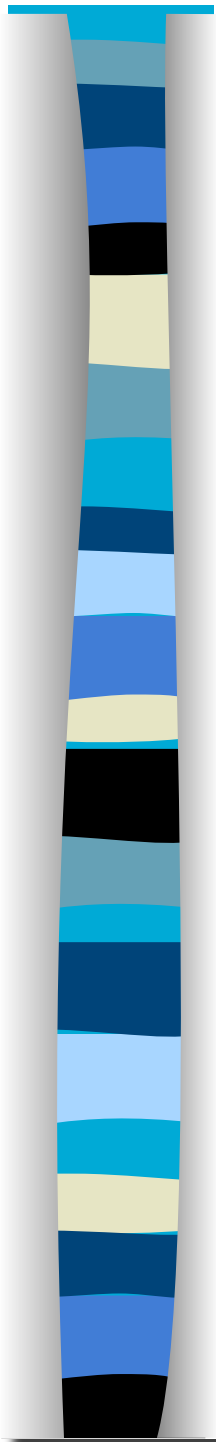
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- D. Reciprocity

A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Laws & Regulations

Massage Board



# Massage Board

States that license massage practitioners typically designate this group to supervise the profession in that state:

- A. Board of massage
- B. Focus group
- C. Police department
- D. Board of physicians

Q



# Massage Board

States that license massage practitioners typically designate this group to supervise the profession in that state:

- A. Board of massage** (a number of persons having authority to manage or direct the practice of massage in an area)
- B. Focus group
- C. Police department
- D. Board of physicians

A



# Massage Board

This group is usually appointed in states that regulate massage to oversee licensees and investigate complaints:

- A. Board
- B. Institute
- C. School
- D. Academy

Q



# Massage Board

This group is usually appointed in states that regulate massage to oversee licensees and investigate complaints:

**A. Board** (a number of persons having authority to manage or direct something)

B. Institute (an educational establishment, especially one devoted to technical fields)

C. School (an organization that provides instruction)

D. Academy (a high school or college in which special subjects or skills are taught)

A



# Massage Board

In states that do not regulate massage, a client who wants to lodge a complaint against a practitioner should contact:

- A. The practitioner directly
- B. The federal government
- C. The practitioner's membership organization
- D. The institution where that practitioner received training

Q





# Massage Board

In states that do not regulate massage, a client who wants to lodge a complaint against a practitioner should contact:

- A. The practitioner directly
- B. The federal government
- C. The practitioner's membership organization** (such as AMTA or ABMP)
- D. The institution where that practitioner received training

A



# Massage Board

What are the rules specific to the profession designed to ensure the client enjoys a safe, professional, law-abiding atmosphere?

- A. Standards of practice
- B. Scope of practice
- C. Code of ethics
- D. Informed consent

Q



# Massage Board

What are the rules specific to the profession designed to ensure the client enjoys a safe, professional, law-abiding atmosphere?

**A. Standards of practice** (professional guidelines based on ethical principles that describe the behaviors and language of ethical practice)

B. Scope of practice (the procedures, actions, and processes that a healthcare practitioner is permitted to undertake in keeping with the terms of their professional license)

C. Code of ethics (a statement of a professional group's ethical principles)

D. Informed consent (receiving consent for treatment from the client after having fully disclosed policies and limitations that may affect the treatment)

A



# Massage Board

What are professional guidelines based on ethical principles?

- A. Legal requirements
- B. Moral codes
- C. Regulations
- D. Standards of practice

Q

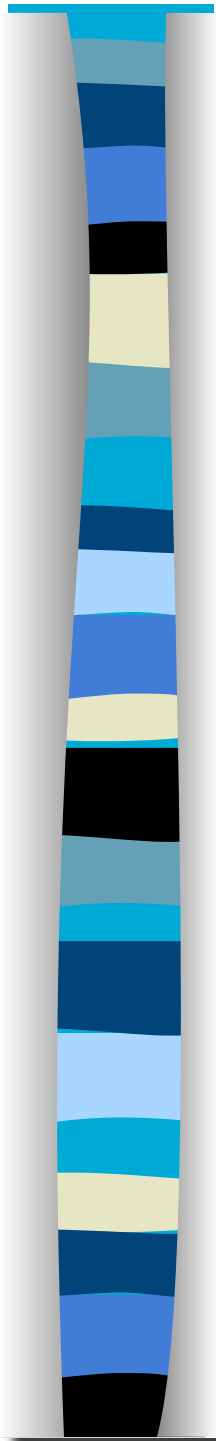


# Massage Board

What are professional guidelines based on ethical principles?

- A. Legal requirements (something considered by law to be essential to the existence or occurrence of something else)
- B. Moral codes (a written, formal, and consistent set of rules prescribing righteous behavior, accepted by a person or by a group of people)
- C. Regulations (a rule or order issued by an executive authority or regulatory agency of a government and having the force of law)
- D. Standards of practice**

A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Laws & Regulations

Legalities



# Legalities

A parent or guardian should always remain in the room when a client under the age of \_\_\_\_ receives a massage.

A. 18

B. 21

C. 16

D. 15

Q



# Legalities

A parent or guardian should always remain in the room when a client under the age of \_\_\_\_ receives a massage.

A. 18

B. 21

C. 16

D. 15

A



# Legalities

These are rules that are binding and enforceable by legal authority.

- A. Ethics
- B. Infringements
- C. Laws
- D. Licenses

Q



# Legalities

These are rules that are binding and enforceable by legal authority.

- A. Ethics
- B. Infringements
- C. Laws**
- D. Licenses

A



# Legalities

In states that do not regulate massage, a client who wants to lodge a complaint against a practitioner should contact:

- A. The practitioner's membership organization
- B. The practitioner directly
- C. The federal government
- D. The institution where that practitioner received training

Q



# Legalities

In states that do not regulate massage, a client who wants to lodge a complaint against a practitioner should contact:

- A. The practitioner's membership organization**
- B. The practitioner directly
- C. The federal government
- D. The institution where that practitioner received training

A



# Legalities

In a state that regulates massage, if a practitioner observes ethical violations on the part of a coworker, this should be reported to the:

- A. State government
- B. Board of massage or regulatory agency
- C. Massage schools in the state
- D. Violating practitioner's clients

Q





# Legalities

In a state that regulates massage, if a practitioner observes ethical violations on the part of a coworker, this should be reported to the:

- A. State government
- B. Board of massage or regulatory agency**
- C. Massage schools in the state
- D. Violating practitioner's clients

A



# Legalities

The legally binding document signed by the client that describes the extent of a practitioner's skills and outlines client expectations is the:

- A. Informed consent
- B. Confidentiality form
- C. Code of ethics
- D. Standards of practice

Q



# Legalities

The legally binding document signed by the client that describes the extent of a practitioner's skills and outlines client expectations is the:

- A. Informed consent**
- B. Confidentiality form
- C. Code of ethics
- D. Standards of practice

A



# Legalities

The key component of HIPAA, relative to the massage profession, is this section:

- A. Health-care benefits
- B. Hygiene requirements
- C. Record standardization
- D. Privacy protection

Q



# Legalities

The key component of HIPAA, relative to the massage profession, is this section:

- A. Health-care benefits
- B. Hygiene requirements
- C. Record standardization
- D. Privacy protection**

A



# Legalities

HIPAA stands for:

- A. Hygiene Infection Pathology and Assessment Act
- B. Hygiene Infestation Parasite Accountability Act
- C. Health Insurance Portability and Accountability Act
- D. Health Incentive Prosperity and Assessment Act

Q



# Legalities

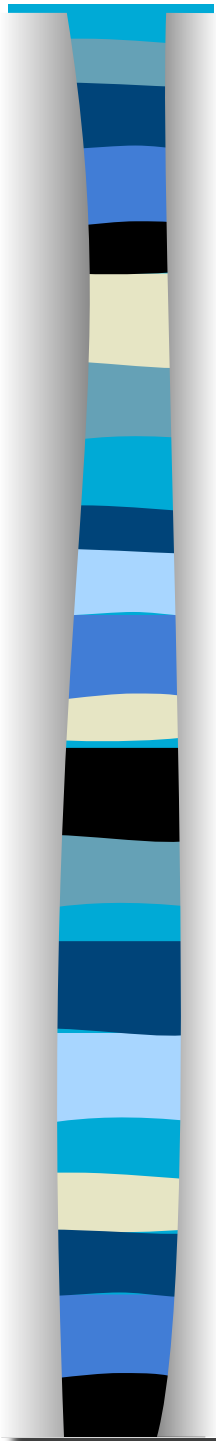
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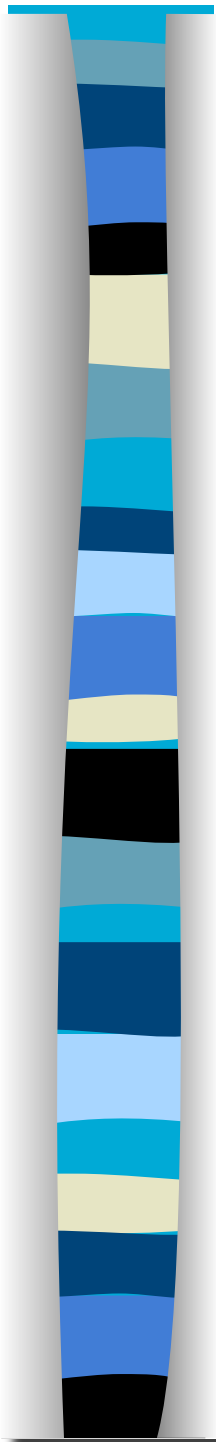
- A. Hygiene Infection Pathology and Assessment Act
- B. Hygiene Infestation Parasite Accountability Act
- C. Health Insurance Portability and Accountability Act**
- D. Health Incentive Prosperity and Assessment Act

A











# ABMP Exam Coach

Ethics, Boundaries, & Laws:  
Laws & Regulations

Diagnosis



# Diagnosis

The identification or naming of a condition or disease is known as a(n):

- A. Evaluation
- B. Prescription
- C. Diagnosis
- D. Assessment

Q



# Diagnosis

The identification or naming of a condition or disease is known as a(n):

- A. Evaluation
- B. Prescription
- C. Diagnosis**
- D. Assessment

A



# Diagnosis

A client who has had chronic low-back pain asks her practitioner, "Do you think I have a herniated disc?" The best response would be:

- A. "Yes, the way your muscles are splinting, I wouldn't be surprised if your disc is at least somewhat damaged."
- B. "Yes, it appears to be bulging anteriorly. You should avoid vigorous exercise and take 800 mg of ibuprofen per day."
- C. "I don't know yet. Let's see how this treatment goes and I will evaluate you at the end of the session."
- D. "I cannot diagnose your condition, but I can recommend a good physician who will do a thorough evaluation and diagnosis."

Q



# Diagnosis

A client who has had chronic low-back pain asks her practitioner, "Do you think I have a herniated disc?" The best response would be:

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- B. "Yes, it appears to be bulging anteriorly. You should avoid vigorous exercise and take 800 mg of ibuprofen per day."
- C. "I don't know yet. Let's see how this treatment goes and I will evaluate you at the end of the session."
- D. "I cannot diagnose your condition, but I can recommend a good physician who will do a thorough evaluation and diagnosis."**

**A**



# Diagnosis

The diagnosis of illness or disease is:

- A. Out of the scope of practice unless the massage therapist has taken advanced training in the musculoskeletal system
- B. Out of the scope of practice for massage therapy
- C. Allowed in the scope of practice for massage therapy in some states
- D. Allowed in the scope of practice for practitioners taking at least 1,000 hours of training

Q





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A



# Diagnosis

Diagnosing a medical condition is considered:

- A. Outside the scope of practice for medical professionals
- B. Within the scope of practice for wellness massage
- C. Outside the scope of practice for any massage practitioner
- D. Within the scope of practice for therapeutic massage

Q

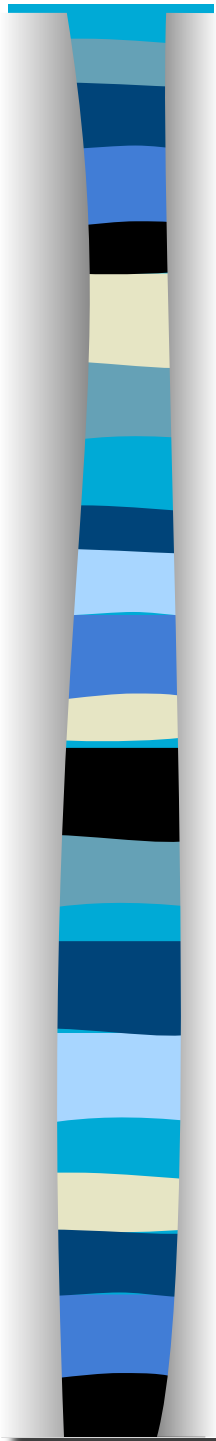


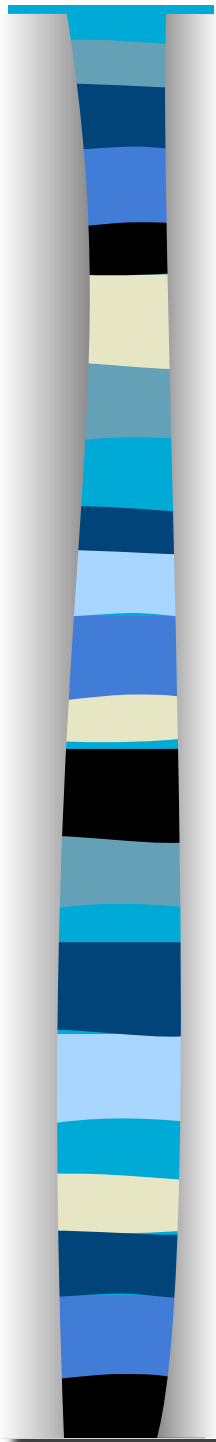
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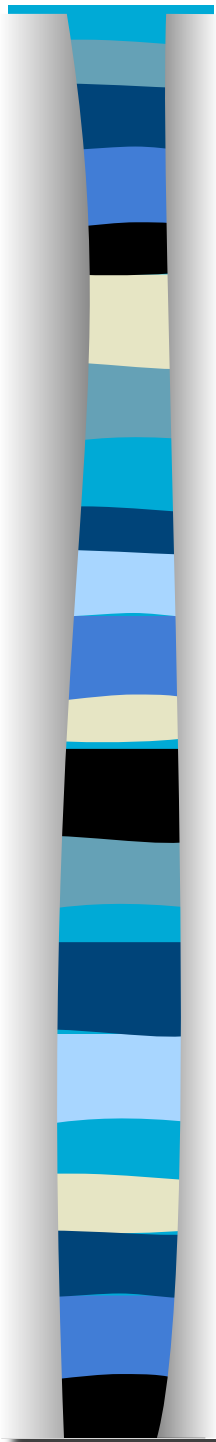
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A









## 80a MBLEx Prep

### ABMP Exam Coach

#### Ethics, Boundaries, and Laws

- The Therapeutic Relationship
- Code of Ethics
- Professional Boundaries
- Laws & Regulations