

Clinic Booking Terms & Conditions

At Pivotal Physiotherapy and Pilates our focus is to get you back to your usual activity as quickly as possible and keep you healthy in the future. Our experienced team of Physiotherapists will:

- Provide you with a thorough physical assessment and accurate diagnosis so you can fully understand your problem.
- Organise relevant tests if required (X-rays or scans)
- Establish an individualized treatment program with you.
- Show you how to prevent future episodes where possible.

Our Physiotherapists all have a commitment to maintain and update their knowledge and skills. We regularly attend professional courses, to ensure you receive the most up-to-date treatment available. In addition, we are all members of the Australian Physiotherapy Association (APA) which ensures an ethical and professional service.

To ensure that you are fully informed, below is a summary of some important practice policies:

1. Cancellation Policy (12 hours notice applies to all classes & appointments).

We believe that your health should be a priority in your life and therefore your treatment should be a priority in your schedule. Last minute cancellations and clients not attending their allocated appointment times can have a major impact on our waiting list and negatively affect your treatment progress.

We try our best to ensure we remind you of the right time. We will send a **reminder SMS text** 2 days before – a proactive approach on our behalf to reduce missed appointments. However, we still ask that you record your appointment elsewhere as phone/internet services vary in some areas. We cannot guarantee our SMS system is always reliable due to the nature of the computer system in the event of breakdown.

Our **clinic phone answering machine is always operating outside of business hours** and records your time of call as an additional service if you need to cancel your appointment. If your appointment was booked online, you can **cancel your appointment online** up to **24 hours** before the booked appointment (follow the automated email that you will receive when you book online). Also, if we made an honest mistake at our end with your appointment the Cancellation Bond or class redemption will not apply.

If you wake up unwell or a late minute emergency has occurred we understand these things happen especially now during Covid-19 protocol. If you are sick please ring the night before or on the morning/day as we may also need to follow Covid protocol if you have been at the practice anytime prior. The most important thing here is to contact us so we can allow a rebook for a future time with you.

For all group therapy class:

A class redemption from your pack will apply if:

- You fail to attend your allocated appointment time on **1 occasions without notice**: or
- You do not provide us with adequate notice on **1 occasions**.

We require at least **(12)** hours' notice to provide an opportunity to offer the Class to other clients from our waiting list.

Please be reminded that all class packs must be redeemed within the allocated expiry:

- 5 packs must be redeemed within 5 weeks of purchase (or close to)
- 10 packs must be redeemed within 10 weeks (or close to)
- 20 Packs must be redeemed within 20 weeks of purchase (or close to).

For Physiotherapy appointments:

a **Cancellation Bond of \$60** will be administered and **held as a deposit toward your next appointment** and will apply if:

- You fail to attend your allocated appointment time on **2 occasions**: or
- You do not provide us with adequate notice on **2 occasions**. We require at least **(12)** hours' notice to provide an opportunity to offer the appointment to other clients from our waiting list or those requiring urgent treatment.

This is applicable to all patients and is **NOT** claimable on your health fund or Insurer. Compensable clients who are claiming their consultation fee through Medicare, DVA or WorkCover/Third Party Payee will be required to pay their appointment Cancellation Bond themselves. The Cancellation Bond cannot be 'bulk billed'. The **Cancellation Bond** will be **held as a deposit** until the completion of your planned treatment. At this time, it will be **repaid to you in full!**

What happens if a Cancellation Bond is held and a further appointment is not attended or cancelled late?

In this case the Cancellation Bond will be charged as a fee to cover the costs associated with the missed appointment. A new **Cancellation Bond** will be administered should further appointments be required. Further appointments will not be re-booked until the appointment **Cancellation Bond** has been paid.

This cancellation policy is intended to improve our service to you by reducing our missed appointments, and thereby making available more appointment slots for those clients who need them. We greatly appreciate your support and understanding of our policy and value your questions should you have any.

2. Late and Missed Appointments Policy

- If you arrive late to an appointment, but within your allocated time slot, you will be offered a shorter consultation time in an effort to not inconvenience other clients after you.

- If you either arrive after or entirely miss an appointment, the Cancellation Bond will apply (see section 1 above – Cancellation Policy) as outlined above.
- DO NOT come to your appointment if you are showing signs of sickness or Covid-19 symptoms please call our reception and re-book your appointment after your Covid-19 test comes back negative.

3. Treatment Consent

We require you to give consent to our therapists to perform all necessary examinations and treatment.

This includes obtaining imaging results, performing physical ‘hands on’ treatments (e.g. manipulation, mobilisations, soft tissue therapy, taping, dry needling, ultrasound etc), exercise rehabilitation and medical diagnostic procedures (e.g. EMG testing) in accordance with their professional training and understanding of your injury. You will have every opportunity to discuss with your therapist regarding foreseeable risks, the nature and purpose of your treatment before any treatment is performed.

Consent to Obtain and Release Information:

To ensure that we provide you with the best level of care, it may be necessary for us to communicate with health professionals (GP, specialists) to obtain and / or release information regarding your medical condition. We will obtain your consent if verbal or written communication is necessary. This may also include other parties such as rehabilitation consultants, specialists, case managers and employers.

Physical Contact:

During the examination assessment and treatment, it may be necessary for your therapist to make physical contact. Your therapist will ask your permission before making physical contact with you in any way. Physical contact requires you to provide consent. You may withdraw that consent at any time at which point, all physical contact will cease immediately. Please inform your therapist if you feel uncomfortable at any time.

Modesty:

As much of our treatment is physical in nature and to adequately assess and treat your condition, you may need to expose the injured area. We do however make every attempt to ensure that your modesty is maintained by providing towels where necessary to make you feel comfortable. Please inform your therapist if you feel uncomfortable at any time.

Practitioner of your choice:

You have the right to see the physiotherapist of your choice (male or female), refuse intervention or seek a further opinion and to provide feedback and make a complaint. We welcome all feedback and see it as an opportunity to improve our service.

Risk:

Our therapists may advise you that there may be adverse risks associated with certain treatments, including stiffness and soreness, soft tissue injury, neurological complications, cerebrovascular injuries, skin irritations from taping methods and

other minor complications. The probability of risk is lowered by screening procedures performed during the assessment and reassessment. Please inform your therapist if you feel uncomfortable with the level of risk being discussed and the treatment will cease.

4. Frequently Asked Questions:

What to wear?

You can wear loose flexible clothing (and appropriate underwear depending on your problem area) to allow us to adequately examine, diagnose and treat your problem. Please bring your own towel to use during your assessment to maintain your modesty. We also require this for your own safety in group fitness to protect you and our equipment.

What to Bring?

Bring a towel with you plus any X-rays, scans, medication lists, referral letters and reports you may have.

How long will an appointment take?

The initial appointment will take 60 minutes in duration and follow up appointments are usually 30 minutes.

How do I claim from my private health fund for Physiotherapy?

We have a HICAPS Claiming Facility which allows you to claim your private health insurance rebate on the spot. All you need to do is bring along your health fund card to the appointment. If there is a gap between our fee and your rebate you can pay this using cash, cheque, EFTPOS and visa/Mastercard payments. We do not accept American Express or Diners Club cards.

What if I need to receive treatment which is covered by Workers

Compensation/DVA/EPC care plans/Third Party Compensation?

When you call to make your appointment, you must let the receptionist making your appointment know that your costs are billed to a DVA/EPC//WorkCover/Third Party Insurer. You will need to provide the insurers details and your individual claim number and a WorkCover Doctors Certificate so our reception can contact your insurance company directly to seek approval prior to commencing treatment. This also applies to DVA & EPC care plans you must provide your paper work to our clinic before you see a practitioner talk to your doctors to ensure EPC plans are sent directly to us via email admin@pivotalphysio.com.au or fax on 08 81645080

5. Privacy Policy

The privacy of our patients and your recorded information is very important to us. We will always respect your privacy. For us to provide you with the best possible care, it is important that you trust us and share with us all the necessary information to enable us to diagnose and best treat you. All our staff follow privacy principles that enable us to protect your privacy. These principles set standards for how we handle your personal information.

What Information Is Collected?

When providing treatment, this practice collects health and related information about you that we consider sensitive. The practice has a policy that covers how your health information is collected, used, stored, disclosed, and accessed.

We only collect information that is necessary, to provide a quality health service. When providing this service, we may disclose information to your treating doctor and other health service providers from whom you are currently receiving treatment. In accordance with privacy legislation, you are entitled to access any information that we hold about you. The practice may charge reasonable costs for the provision of this information and it may take time to prepare files for release.

What Happens to My Information?

We release some health and billing information to health insurers, third party insurers and workers compensation authorities in order for them to meet their requirements for claim assessment and payment. Your therapist will discuss the information with you and will limit this release if you require. If you ask us to withhold certain information, this may have an impact on your insurance claim. The practice will only release additional information to other parties, including insurance companies, if you provide permission for the information to be released. For this practice to release information to a third party, we need to know which records you would like us to release so requests should specify dates, where possible. Our privacy policy applies to all employees. Additionally, from time to time, your information may be accessed by contractors (e.g. if our computer billing system gets upgraded). While access is limited as much as possible, contractors are also bound by the practice privacy policy.

When we need to contact you.

We may send you information regarding happenings at Pivotal Physiotherapy and Pilates via post, email, telephone call or SMS. Reasons we may contact you include:

- To administer accounts and process payments.
- To communicate with you regarding any issues affecting your treatment.
- Provide information on services and benefits available to Clients.

- To notify Clients of upcoming events.
- Appointment Reminders.
- Appointment Follow-up courtesy calls.
- Promotional material about new services, products or special offers.
- Periodic Newsletters and Practice Updates.
- Satisfaction surveys to improve our products and services.

Pilates and general precautions

Although Pilates is a low-impact form of exercise, certain people should seek medical advice from their GP and one of our physiotherapist before embarking on a new program, this includes:

- people who have recently had surgery
- pregnant women
- people aged 40 years or more
- people with a pre-existing medical condition such as heart disease
- people with pre-existing musculoskeletal injuries or disorders
- anyone who has not exercised for a long time
- people who are very overweight or obese.

If you have not done pilates before please book in for a full pilates assessment prior to commencing group therapy - book now 8342 5593 or online bookings at www.pivotalphysio.com.au

Should you wish not to receive such communications or our convenient SMS appointment reminders please advise the administration staff, contact us via email admin@pivotalphysio.com.au or by phone during business hours on (08) 8342 5593.

Your acceptance of these Terms and Conditions is considered consent to receive such communications as outlined above however you may opt out at any time. We look forward to making you **MOVE better and FEEL better** very soon!

