

Pivotal's 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. Please read them and feel free to ask anyone in our friendly reception or physio team if you have any questions.

Health

We would like to be advised if you have any respiratory or infectious conditions so that we can take precautions to keep you and our staff well. We would like to ensure you can receive your physio treatment, so if you let us know in advance about any conditions you have we will be able to make preparations for your visit.

Treatment Consent

You will need 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.

Late and Missed Appointments Policy

We understand that despite your best efforts you may be late for your appointment. If you arrive late, but within your allocated time slot, you will be offered a shorter consultation time in an effort to not inconvenience other clients after you. However you may still need to pay for the full period.

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Regular lateness or missed appointments may result in us requesting you to pay a Cancellation Bond before we are happy to make an additional appointment for you.

Cancellation

Please give us as much notice as you can so we can offer your appointment to an emergency patient.

We are all human and can forget an appointment. We will therefore send you several reminder SMSs prior to your appointment.

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 also go on-line to cancel it.

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.

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.

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.

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.

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- To communicate with you regarding any issues affecting your treatment.
- To provide information on services and benefits available to clients
- To notify you 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.

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.

Group therapy class

Here's how our redemption system works for your class.

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

If you are unable to attend your class please provide at least (12) hours' notice so we can offer the Class to other clients from our waiting list. If you provide less time than this you may have limited options to find a suitable time for a "catch up" class.

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
- Are pregnant
- Aged over 40 years
- Have a pre-existing medical condition such as heart disease
- Have pre-existing musculoskeletal injuries or disorders
- Have not exercised for a long time
- Who are very overweight or obese.

If you have not done Pilates before you will need a full Pilates assessment prior to commencing group therapy.

Book now 8342 5593 or online bookings at www.pivotalphysio.com.au

Frequently Asked Questions

What should I 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.

What to Bring?

If you are using our equipment for Pilates we need you to bring your own towel. Also please bring relevant X-rays, scans, medication lists, referral letters and reports you may have.

How long will an appointment take?

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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 will need to 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

What Information Is Collected?

When providing treatment, this practice collects health and related information about you that is considered 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.

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.

Acceptance of Terms and Conditions

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!