

# PRANA PHYSIOTHERAPY & HEALTH - TERMS AND CONDITIONS

## PRIVATE APPOINTMENTS

### TREATMENT & CONSENT

You hereby request and give consent to our practitioners to perform all necessary examinations, mobilisations, therapy, rehabilitation and medical diagnostic procedures in accordance with their professional training and understanding of your presenting issue. You understand that during your treatment, care may be rendered by different practitioners at Prana Physiotherapy & Health.

You understand that you have an opportunity to discuss with your practitioner the nature and purpose of your care before any treatment is rendered.

You acknowledge and accept the following:

- The physical nature of physiotherapy, exercise physiology, clinical exercise and related treatments.
- You have the right to see the practitioner of your choice, refuse intervention, seek further opinion, and to provide feedback or make a complaint.
- The adverse risk associated with treatment may include stiffness and soreness (musculoskeletal), neurological complications, cerebrovascular injuries or skin irritations, as explained to you by your therapist in accordance with best practice.
- The probability of risk is lowered by screening and assessment procedures.
- Other treatment options exist if the risk of physiotherapy, exercise physiology, or exercise is considered to be too high including telehealth, medication, medical care, hospitalisation and surgery.
- The risk of remaining untreated may include musculoskeletal issues such as scarred tissue and other degenerative changes. These may impact musculoskeletal health and perpetuate the complexity of a condition and its rehabilitation.

### LATE NOTICE FEE POLICY (CONSULTATIONS)

It is expected that if a patient cannot keep an appointment, that notice is given as soon as possible by sending us an email, replying to the reminder text received, or by calling the practice (and leaving a message, if after hours).

If less than 24 hours' notice is given, the full fee of the consultation will apply. However, provision of another appointment within business hours on the day of the original appointment will see the fee waived.

For a Monday appointment, notice must be given by 12pm on the prior Saturday to avoid a late cancellation fee.

In the event a late cancellation is received, and the patient does not accept our offer of an alternative appointment within business hours of the same day, full payment of the cancellation fee is expected within business hours on the day of the original appointment.

Consultations cancelled with insufficient notice or missed are not eligible for private health rebates.

Prana Physiotherapy & Health reserves the right to request a deposit to secure future appointments.

### LATE ARRIVAL POLICY (CONSULTATIONS)

Patients who arrive late but within their scheduled appointment time may still be seen, however, the consultation will be shortened to ensure fairness to other patients.

Patients who arrive more than halfway through their scheduled appointment may be asked to reschedule, at the discretion of the practitioner.

In both instances outlined above, the full fee for the originally scheduled consultation will still apply.

Patients who arrive after their appointment has concluded or who fail to attend entirely will be charged the full fee in accordance with the cancellation policy.

### LATE NOTICE & MISSED (CLASSES)

It is expected that if a patient cannot keep a class booking, that notice is given as soon as possible by sending us an email, replying to the reminder text received, or by calling the practice (and leaving a message, if after hours).

If less than 12 hours' notice is given, the class will be deducted from their pre-purchased casual class, 10 class pack, 20 class pack or 30 class pack.

For a Monday class, notice must be given by 12pm on the prior Saturday to avoid a late cancellation fee.

Classes cancelled with insufficient notice or missed are not eligible for private health rebates.

Patients arriving late but still within the class time will receive a shorter class in an effort to respect the time of the other participants. Patients who arrive after the class is concluded or fail to attend entirely will be charged in line with the above cancellation policy.

### ACCOUNTS & BILLING (PRIVATE BILLING)

It is expected that our fees are paid in full at the time of the consultation.

Payment of all accounts can be made via telephone, in-person, SMS (stripe) or direct deposit.

We accept Credit Card, Eftpos, American Express, Stripe, Direct Deposit and HICAPS. We do not accept cash payments.

Please note that a payment processing fee is added to card payments. The terminal will calculate and display the fee after you tap your card.

In the event of electronic network failure, full payment is still expected within business hours on the day of the original appointment

Patients electing to pay by direct deposit must pre-pay in full at least one day prior to the consultation. A receipt will be provided for submission to Medicare or private health funds to claim any eligible rebate.

For those who feel they cannot comply with our billing methods or wish to be given special consideration, please feel welcome to put your request in writing to the practice director.

### EXERCISE CLASS BILLING

Pre-payment is required for all exercise classes (Clinical Pilates and Strength Bones & Balance) at least one day prior to the scheduled class.

Failure to purchase a valid class pack by the required time will result in the cancellation of the class.

All class packs are strictly non-refundable and non-transferable for another service, retail product or to another person. Classes and class packs that expire are not rebateable with private health insurance or other compensation schemes. Class credits deducted for late cancellation or missed classes without notice are not rebateable for private health insurance or other compensation schemes.

All class packs have a strict 6 month expiration date from the date of purchase. There are no exceptions to this policy.

### PERMANENT CLASS SPOTS

Permanent class spots can be secured for up to 12 months. Reception will contact to confirm permanent bookings every 12 weeks.

When you are due for a pack, you will receive a text message for payment. If payment is not received at least one day prior to the next scheduled class, future bookings will be cancelled and the permanent class spot may be forfeited.

At least 12 hours notice is required for classes that you are not able to attend, otherwise late class fees will be deducted as per the cancellation policy.

### **PRIVATE HEALTH INSURANCE - CONSULTATIONS**

Private health insurance rebates (electronic or otherwise) can only be claimed after the service has been rendered.

We are only able to claim your rebate on the same business day as the consultation. If you do not have your physical or electronic (Google/Apple wallet or QR code), we will provide you a receipt to claim directly with your insurer.

As all private health funds and policies vary, we are unable to advise on individual coverage, rebate amounts or eligibility. Private health insurance providers may limit claims to one service per day. We encourage you to check directly with your private health insurer, online or by phone, to confirm your cover.

### **PRIVATE HEALTH INSURANCE - CLASSES**

Private health insurance rebates (electronic or otherwise) can only be claimed after the service has been fully rendered.

Upon completion of your casual class, 10 class pack, 20 class pack or 30 class pack, we will provide you with a receipt within 4 to 6 weeks to claim any eligible rebate with your private health insurer. We are not able to provide exercise receipts for partially completed packs.

Private health insurance rebates may vary depending on your cover. We encourage you to check directly with your private health insurer, online or by phone, to confirm your cover.

### **MEDICARE - GP CHRONIC CONDITION MANAGEMENT PLAN**

If your General Practitioner determines that you are eligible, they may provide you with a GP Chronic Condition Management Plan (GPCCMP), which allocates up to five sessions for physiotherapy or exercise physiology in a calendar year.

Please note that we do not bulk bill, thus there will be a gap payment. Medicare provides a rebate of approximately \$61.80. If you have reached the Medicare safety net, you are entitled to a rebate of 80% of the total appointment cost.

In order to process your Medicare rebate at the time of the appointment, please bring your GP referral paperwork, Medicare card and a valid physical eftpos or debit card. Alternatively, a receipt can be provided to claim online with Medicare. Consultations cancelled with insufficient notice or missed are not eligible for Medicare rebates.

Medicare rebates are only applicable for one-on-one sessions and cannot be applied to class consultations. Medicare and private health insurance rebates cannot be applied to the same appointment.

### **TELEHEALTH CONSULTATIONS**

All telehealth consultations are required to be pre-paid in full at least one day prior to the consultation. A receipt will be provided for submission to Medicare or private health funds to claim any eligible rebate.

Consultations cancelled with insufficient notice or missed will be charged in line with the above cancellation policy and are not eligible for private health or Medicare rebates.

Our billing practices are designed to support the delivery of high-quality services to all patients and to maintain the high standard of healthcare we provide. We thank you for your understanding and support.

### **ACCOUNTS & BILLING (COMPENSABLE)**

If your injury relates to a Workcover or Motor Accident (CTP) claim or Personal Injury and your treatment is to be paid by the insurer, it is essential that you provide us with all your insurance details prior to your appointment so we can obtain approval from the insurer for physiotherapy or exercise physiology.

Prior to the initial appointment, the practice will seek confirmation from the insurer that physiotherapy or exercise physiology sessions have been approved. If approval cannot be confirmed, you are required to pay the full consultation fee at the time of the appointment and reimbursement must be sought directly from the insurer. If you are required to pay in full, we recommend not claiming with private health insurance or Medicare. If the claim does not progress as anticipated, we can then provide you with the receipts to claim any eligible rebates.

### **COVID-19 & CONTAGEOUS ILLNESS POLICY**

The cancellation policy may be waived in the instance of contagious illnesses that may place other patients or staff at risk. In such cases, the appointment may be changed to telehealth or rescheduled.

Contagious conditions include, but are not limited to, influenza, COVID-19, gastroenteritis, conjunctivitis, chickenpox, shingles, whooping cough, and other respiratory or viral infections.

While illnesses may arise unexpectedly, reasonable notice is strongly requested to allow the practice to reallocate the appointment time.

Patients who repeatedly cancel or fail to attend due to contagious illness without providing sufficient notice may, at the discretion of the practice, be charged a non-attendance fee.

### **TERMS OF SERVICE**

Additional terms of service, including our Privacy Policy, can be found on our website: <https://www.pranaphysio.com.au/privacy-policy>

**PLEASE SPEAK WITH YOUR PRACTITIONER OR RECEPTION TEAM IF YOU WISH FOR FURTHER CLARIFICATION OR EXPLANATION.**