

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, remedial massage therapy, 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, 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 remedial massage 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 with us, that notice is given as soon as possible by calling the practice (and leaving a message if after hours).

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

If a Monday appointment you must notify us by 11am. 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 48hrs.

These policies relate to all patients irrespective of their method of funding. In the case of compensable patients (worker's compensation, CTP Insurance, etc.) cancellations and missed appointments must be paid privately by the patient and cannot be charged to the paying party.

LATE ARRIVAL POLICY (CONSULTATIONS)

Patients arriving late to an appointment, but still within their booked time may receive a short consultation to respect the time of other waiting patients. The full cost of the consultation will still apply even if the consultation is a shorter duration due to late arrival of the patient.

Patients who either arrive after or miss entirely an appointment will be charged the full fee in line with the above 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 cancelling on the Mindbody App or Website, 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 or 10 class pack or 20 class pack. However, provision of another class attended within business hours on the day of the original class will see the fee waived.

These policies relate to all patients irrespective of their method of funding. In the case of compensable patients (workers compensation, CTP Insurance, etc.) cancellations and missed appointments must be paid privately by the patient and cannot be charged to the paying party.

LATE ARRIVAL & MISSED (CLASSES)

Patients arriving late to class 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 or miss entirely a class will be charged in line with the above cancellation policy.

ACCOUNTS & BILLING (PRIVATE BILLING)

It is expected our fees are paid in full at time of consultation. All class consults need to be prepaid in order to book.

We accept EFTPOS, credit card, direct deposit and HICAPS. We do not accept cash payments. In the instance where cash is the only payment possible, we ask for exact cash to be paid as we do not hold any change at the practice. In the event of electronic network failure, full payment is still expected on the day of consultation.

Payment of all accounts can be made via telephone or in-person.

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.

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 forget your card, we will provide you a receipt to claim directly with your insurer.

PRIVATE HEALTH INSURANCE - CLASSES

Private health insurance rebates (electronic or otherwise) can only be claimed after the service has been rendered. Once you have completed your casual class, the complete 10 pack or complete 20 pack, we will provide you with a receipt to claim directly with your private health insurer.

MEDICARE - ENHANCED PRIMARY CARE PLANS

Your GP may provide you with an enhanced primary care plan for up to 5 sessions allocated to physiotherapy. Please note that we do not bulk bill, thus there will be a gap payment. Medicare provides a rebate of approximately \$56. Ensure you bring your GP paperwork and an EFTPOS card so that we can apply the rebate within session. Rebates do not automatically go back into your account. Credit cards cannot be used to apply a rebate. Medicare will not provide a rebate for an appointment where a late cancellation fee has been charged. Medicare rebate can only apply to one-on-one sessions and cannot be applied to class consultations. Medicare and private health insurance rebates cannot be applied to the same appointment it must be one or the other.

Please understand our billing methods allow a quality of service to all clients and serve to raise the already high standard healthcare we offer you.

ACCOUNTS & BILLING (COMPENSABLE)

If your injury relates to a Workcover or Motor Accident claim (CTP) 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 for payment. If we do not have approval for your sessions, you will be required to pay for the consultation and request rebate from your insurer.

COVID-19 POLICY

Please do not attend your consultation if you are unwell with COVID-19 or unwell with any cold or flu like symptoms. Masks are now optional at the practise please contact us in advance if you would like your practitioner to be wearing a mask.

TERMS OF SERVICE

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

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