




CONSENT FORM

I acknowledge that I have read, understand and agree with these PhysiOT 'Terms and Conditions' (document attached).

I consent to participate in the physical assessment and recommended treatment program. I undertake to provide a complete medical history and full details of my current condition(s) or concern(s) leading me to seek physiotherapy treatment, as well as undertaking to fully disclose my current medication(s).

My consent is voluntary for the entire course of assessment and treatment for my present condition(s) or concern(s), commencing on the date indicated below.

Consent to Physiotherapy Assessment and Treatment		
Client Signature		Date
Physiotherapist Signature	 JAMES O'MEARA	



TERMS AND CONDITIONS

Treatment Information

The physiotherapy treatment techniques recommended to me may include, but are not limited to, manual techniques, spinal manipulation, therapeutic exercise, electrotherapeutic modalities, as well as other techniques and procedures your treating physiotherapist determines may improve my functionality or condition. My physiotherapist will explain to me, the benefits, side effects and potential complications of each chosen technique before use.

The Physiotherapy services (the 'Services') we provide to you will depend on what we agree to and what is the result of the initial assessment. The initial assessment consists of:

- What to expect in the assessment and treatment;
- The reasons why I should have the assessment/treatment;
- The alternatives to having the assessment/treatment;
- What might happen if I do not have the assessment/treatment;
- Any potential risks and/or side effects that may arise from the assessment and recommended treatment;
- During treatment your Physiotherapist will monitor your pain and symptoms; and
- Post treatment soreness may sometimes occur from the physical assessment, treatment or exercises program.

Consent

- Please see the 'Consent Form', by signing the consent form you are agreeing to the information provided in the consent to assess and treat form' as well as the specified Terms and Conditions in this document.
- For patients under 16 years of age, a parent or guardian is required to attend the Physiotherapy initial session and possibly subsequent sessions. Physiotherapy treatment can be declined if a parent or guardian is not present.
- A referral from a medical/health practitioner; it is highly recommended that such a referral is provided to the treating physiotherapist to assist in the delivery of the most appropriate treatment for the patient.
- Throughout my recovery program, I accept that if I have any questions or concerns I will discuss them with my physiotherapist. If at any time, I choose not to participate in the course of treatment, I will inform my physiotherapist immediately.

Sessions

- Physiotherapy session will generally be provided on a session- by- session basis.
- The number of Physiotherapy session may be agreed to and varied depending on treatment progress unless agreed to otherwise.
- A Physiotherapy session may be required to pause, suspend or stop a Physiotherapy session due to a health event, emotions distress or an increased level of discomfort and/or pain.



Home Program

- A home program may be provided between sessions. These home program should be completed as agreed as they will impact your desired health outcome, recovery or progress.
- If at any time you feel your home program is making your pain or symptoms worse, unless otherwise advised by your Physiotherapist. Please do not continue your home program and contact your Physiotherapist.

Outcomes

- Your Physiotherapist will work with you to plan your goals and desired health outcome, however it is not possible to guarantee a particular result or outcome from the service provided.

De-robing

- De-robing of clothing may be required in order to complete physical assessment or treatment. It is the responsibility of the patient to wear or bring suitable clothing to the Physiotherapy session. For example – to bring/wear shorts for a knee injury.
- If de-robing is required the Physiotherapist will leave the room and close the door to allow the client to change into more suitable clothing.
- Towel/s will be used to maintain client dignity where possible.

Confidentiality

- Information held about me by PhysiOT will be kept confidential and only released with my consent or in cases of emergency to prevent or ameliorate a risk to life or health or as is permitted or required by law.
- I give my informed consent to release my medical information (including information I have provided) which is held by PhysiOT to any of my treating medical and allied health professionals or to any third party that is paying for me to receive the services from PhysiOT (the Third-Party payer), as may be required.

Correspondence

- PhysiOT uses SMS and/or email communication to keep you up to date with the status of your appointment.
- PhysiOT may also contact you via post, email, telephone call or SMS for the following reasons which include.
 - To communicate with you regarding any issues affecting your treatment;
 - Provide information on services and benefits available;
 - Appointment reminders;
 - Appointment follow up;
 - Practice updates; and
 - To administer accounts and process payments;
- Should you wish not to receive such communications or SMS appointment reminders please advise PhysiOT.



Cancellation

- If you have booked a Physiotherapy session and you cancel in less than 24 hours' notice or do not turn up for that session, then you are liable to pay the cost for that Physiotherapy session.
- If you arrive late to an appointment, but within your appointed time slot, you may receive a shorter consultation in an effort not to inconvenience other clients waiting.
- Please note – Third Party payer may not pay the cancellation fee if you have not attended with less than 24 hours' notice. If your insurance company will not pay, you will be liable for the Physiotherapy session fee.
- If we have to cancel the scheduled Physiotherapy session, due to an unforeseen situation such as a staff member is sick or a preceding Physiotherapy session has overrun. We will re-book you an appointment as soon as reasonably possible. No charge will be made to you for the session cancelled by us.

Accounts

- It is expected that all fees are paid in full at the time of consultation.
- We accept cash, EFTPOS, credit cards and offer electronic health rebates (via TYRO Health Point) for your convenience. However, in the event of electronic network failure or a processing error issue, full payment is still required on the day of consultation.
- For the Third-Party payers (i.e. worker compensation, industry, etc.), payment is due within 14 days from the invoice date. Payment can be made by bank transfer (account details are provided on the invoice).
- For the Third-Party payer clients, payment is still required in full until your claim has been approved and you have a claim number.
- Payment of accounts can be made in person at the practice from which you received the service. Health Insurance rebates (electronic or otherwise) can only be claimed after the service has been received.
- If financial hardship requires individual consideration, please contact the Practice Director

Disputes

- If you are unhappy with the service PhysiOT provides, we invite you to discuss any problems or issues with the practitioner that treated you. If this does not resolve the matter, the matter will be referred to the Practice Director who will handle the complaint.
- The Australian Health Practitioner Regulation Association (AHPRA) can be contacted by you, the Physiotherapist or Practice Director for complaint advice, management and investigation.