



## Terms and Conditions

Thank you for choosing Estuary physio as your rehabilitation provider.

All our therapists are registered with The Health & Care Professions Council and the Chartered Society of Physiotherapy. These terms and conditions are between you and Estuary Physio (known below as us/we/Estuary Physio). You agree to them by booking an appointment with us. Please also read our Privacy policy alongside these terms.

### Cancellation Policy

Our cancellation policy is 48-hours' notice for all home visit, clinic, and virtual appointments. If you cancel within the 48-hour window your appointment will be subject to the full charge. If you wish to cancel your appointment, please email **admin@estuaryphysio.com** or call **02037735799**, as soon as possible.

Please give us as much notice as possible so our clinician timetables can be re-organised to provide appointments to other clients. We will be happy to rearrange your appointment for you.

### How to contact us

- Through our contact form on our website
- By emailing us: **admin@estuaryphysio.com**
- By calling us: **02037735799**

### How we contact you

When you book an appointment with us, we will take your contact number, email and home address. Communication regarding appointments will take part across e-mail. You may also receive exercise programmes or sessions summaries following your appointment. We may also want to email reports to you if we have written to your referring consultant or other medical professional/s. We may want to share this report with relevant professionals and will always ask for your permission before doing this. Please keep us updated if any of your contact information changes.

### Payment

#### Self-funding:

Payment is required 48 hours prior to the session to secure the time slot with your therapist. The appointment is not guaranteed until payment has been made. An invoice will be sent to you requesting payment, this can be made by bank transfer, or by online payment link. If payment has not been received, our admin team will contact you, however if no payment has been received thereafter, the session will be cancelled.

We can accept cash or cheque, however, please discuss this with our administration team prior to booking.



### **Personal Injury claims and embassy funded clients:**

We will invoice you following completion of an initial assessment. For on-going therapy, we will invoice for intervention weekly or fortnightly, this will be agreed during the initial assessment and meeting. All Invoices will need to be paid within 7 days and we reserve the right to cease intervention if payments have not been received. Once payments have been received and assurance is given that no further delays will occur, intervention will resume.

### **Cancellations**

We operate a 48-hour cancellation policy on all appointments. This is because all our physiotherapists are paid for the hours they work so it is important for us to fill any vacant sessions with other patients who need their help.

If you wish to cancel your appointment, please email **admin@estuaryphysio.com** or call **02037735799** as soon as possible. We will be happy to rearrange your appointment for you.

We all know that sometimes things happen that are out of our control – bad traffic / work commitments etc. If you know you are going to be late for your appointment, please do let us know as soon as possible. Unfortunately, if you are too late to attend, we will still charge in full for your missed appointment.

If your physiotherapist is unwell then we will do our best to provide you with another physiotherapist for your treatment session, or we will try and move your session to a time which works for you. It is up to you whether you stick with this appointment and if you decide to cancel, you will not be charged provided you let us know. If you fail to attend and have not let us know then you will be charged the full cost of the session.

### **Data Protection**

Estuary Physio treat all client related information as confidential. It will not be disclosed to other healthcare professionals without your consent or unless we are obligated to make a disclosure by a public or governmental body.

### **3rd Parties**

Cliniko software is used as our client appointment scheduling and notes system. Cliniko are GDPR compliant, and their privacy policy can be found on their website. [www.cliniko.com](http://www.cliniko.com)  
Xero accounting software is used to generate all invoices and record received payments. Xero are GDPR compliant, and their privacy policy can be found on their website. [www.xero.com](http://www.xero.com)

### **Safety**

Your safety is of paramount importance to us and our physiotherapists will not perform any treatments or interventions that lie outside of their scope of practice (Chartered Society of Physiotherapy, 2019). However, we also rely on you telling us if something doesn't feel right or if you don't feel well.

Rather than waivers, in medicine we work on the principle of informed consent. so if you consent and are willing to participate during an appointment, we will assume you are feeling well enough to do so. That being said, our physiotherapists are all trained in knowing when it is or isn't safe to exercise and will be able to advise you with respect to this. If there is anything you are not



comfortable doing or if you have received any specific medical advice with respect to what is or isn't safe for your condition, please let us know in advance. All our physiotherapists are all trained in Basic Life Support and Manual Handling and update this on a yearly basis.

Following assessment, your therapist will discuss the best treatment option/s for you including their benefits, risks and side effects (if applicable). Please feel free to ask your therapist questions at any time during your therapy. You reserve the right to decline physiotherapy treatment at any point.

### **Your appointment**

Our physiotherapists work extremely hard and run appointments back-to-back. We would very much appreciate it if you could be ready at the start of your appointment. If your physiotherapist is running late, we will try and make the time up to you.

During COVID high risk periods, we will be screening clients with respect to their symptoms. We will only provide essential care in the home environment and will offer virtually therapy options where appropriate. If you have any questions regarding this, please just ask.

### **Complaints**

We are committed to providing you with the best possible service. If, however you are unhappy with any aspect of our service please let us know so that we can put it right as soon as possible. Please contact us via [admin@estuaryphysio.com](mailto:admin@estuaryphysio.com)

### **Testimonials**

At the end of your treatment course your therapist may ask for some feedback regarding the care and overall experience you received. This helps us to help other people like you but of course you have the right to decline providing a testimonial if you would prefer.