



## Welcome to Hampton Park Physio

**Our aim is to provide quality care and service in a professional and friendly environment.**

### Patient Information Sheet

#### Appointments

Please arrive for your appointment a couple of minutes prior to your scheduled time to assist the physiotherapist in running on time.

If unable to attend your appointment on time please contact the Clinic as soon as possible. We will do our best to see you.

24 hours' notice is required for cancellation of appointments to enable the time to be filled by another patient. Late cancellation or failure to attend may incur a \$25 fee.

#### Patient rights

You have the right to choose your physiotherapist. If you wish to change physiotherapists you are welcome to arrange this with the receptionist when booking your next appointment.

It is our intention to respect your right to privacy and to protect your modesty during treatment. As part of the examination and treatment process you may be required to remove some of your clothing. We will always endeavour to minimize the amount of clothing you will be asked to remove and cover those areas not being treated directly. If you would like to use a gown during your treatment or have any concerns about this aspect of your treatment, please do not hesitate to talk to your physiotherapist.

#### Treatment

It is important that you are informed about your condition/injury and the assessment and treatment you will receive. Please ask your physiotherapist any questions regarding your condition or treatment as it is important to have a good understanding of the treatment provided and the expected outcomes.

Please let your physiotherapist know if there are any treatments you are apprehensive about or do not wish to receive (for example spinal manipulation or dry needling).

If any treatment is causing pain or discomfort inform your physiotherapist immediately.

## **Treatment of Patients under 16 years of age**

It is the policy of this clinic that any patient under the age of 16 has a parent or legal guardian present during their child's initial consultation. It is recommended that a parent or legal guardian attend all subsequent appointments.

## **Fees**

Initial Consultation Fee \$82.00

Standard Consultation Fee \$68.00

We offer a discount to Concession Card Holders, please ask reception staff.

We are a Preferred Provider with all major Private Health Funds ensuring maximum patient benefits.

We bulk bill patients under the Medicare EPC program (ask your doctor about eligibility), between 9am and 3.15pm. From 3.30pm our standard consultation fee applies. For further information please contact our reception.

## **Payment**

Payment of accounts is expected on the day of treatment.

Workcover and TAC patients are required to pay for their physiotherapy treatments if their claim is rejected. Patients need to inform the receptionist of insurance details, including claim number.

In the event an overdue account is referred to a collection agency, the client will be liable for all costs incurred including treatment fee, administrative and collection costs, and any additional demand costs.

## **Care & Service**

We aim to provide quality care and service in a professional and friendly environment. Any feedback you have regarding your care and the service provided would be greatly appreciated. A feedback form can be requested at the reception desk. We welcome any suggestions or feedback that will benefit our clients' experience.

## **After Hours Urgent Attention**

For urgent attention after clinic hours please contact your General Practitioner or Dandenong Hospital, phone 95541000 or The Valley Private Hospital Emergency Department Phone 97904250, Cnr Police & Gladstone Roads, Mulgrave.

**PLEASE TURN MOBILE PHONES TO SILENT**