

## **OFFICE POLICY**

Our goal is to deliver an exceptionally friendly and prompt, professional service providing you with best practice health care. We strive to address the issues that you have brought to the clinic and treat the **cause** of your condition, not just the symptoms or find temporary solutions. Our experience tells us that there are some key areas we need to focus on to ensure that you receive the greatest benefit from our services.



**Recovery:** Remember that healing and recovery takes time and not everyone heals/recovers at the same rate. If at any time during your care, you do not feel that you are responding as well as expected we would ask that you discuss this with your therapist. We want you to get the most from your care at Osteohealth.

**Excellence in healthcare:** We are continually upskilling and updating our health care practices to provide you with the latest knowledge and techniques. To achieve this we travel periodically to conferences and seminars. We may need to book your appointments around those times or else provide another highly qualified therapist to continue your care.

**Fees and Your Account:** Fees for private patients are due at the time of service. HICAPS and EFTPOS facilities are available at the front desk for automatic claiming through your private health fund. Workcover, TAC, MAA and DVA patient accounts will be sent directly to the appropriate body.

**Referrals:** The greatest compliment we can receive is the referral of a friend or family member. The referral of your family and friends is much appreciated as it will both sets them on the road to recovery and wellbeing and plays a vital role in the success of our business.

**Appointment Scheduling:** Your therapist will outline a recommended action plan as the best plan for your injury. You will achieve the maximum results when you keep your recommended action plan to this schedule. Therefore, to receive the most out of your care and to save time we ask that you schedule your appointments in advance.

**Missed Appointments:** Missed appointments will slow your recovery. We ask that wherever possible you keep all your appointments. Our practitioner's recommend a course of action so that we have the fastest and most effective resolution of your symptoms possible. If an appointment must be changed, 24 hours notice is appreciated. If less than 24 hours notice is given for a cancellation, a cancellation fee of \$35.00 may be charged. Consideration will be given for unavoidable circumstances and if you reschedule. This fee is not covered by compensable bodies and must be paid by the patient. People who repeatedly miss or reschedule appointments will regretfully be discharged from care as we realise you will not reach your health goals.

I have read and fully understand the above Office Policy Form

Signed: \_\_\_\_\_ Date:     /     /     .