

TERMS & CONDITIONS

Our Commitment To You

All our physiotherapists and other clinicians are self-employed and have at least 5 years clinical experience and receive continual education to provide you with up to date advice and treatment. They are also registered with the necessary governing bodies (HCPC, CSP, etc) and are fully insured.

Where you have been referred by a third party, we will inform them of your progress.

Your Commitment To Us

Cancellation and failure to attend

One working day notice is required to cancel an appointment.

- **Self-Funding Patients:** Cancellations giving less notice or failure to attend will result in a charge as indicated on our list of charges.
- **Private Medical Insurance Companies:** Cancellations giving less notice or failure to attend will result in a charge to you as indicated on our list of charges. Please be aware that this charge will be made to **you** and not your insurance company. It may also result in your discharge from our care.
- **Intermediate Insurance Company Referral (following an accident) / Solicitor Referrals / Case Managed Patients:** if you fail to attend an appointment you will become liable for the full charge for the missed appointment, unless your insurance company has agreed to cover it. The provider will also be informed of your late cancellation/non-attendance. It may also result in your discharge from our care.

Fee Structure

The current list of our charges is displayed in our reception area & on our website.

Payment Consent

- **Self-Funding Patients:** You are liable for payment following each attendance.
- **Private Medical Insurance Companies:** Providing you, the patient, supply us with your correct insurance details The Physiotherapy Centre will invoice your insurance company. You are responsible to pay any excess on your policy. You will also become liable for payment if your insurance company fails to pay us, for whatever reason, within 40 days of us submitting our invoice. Failure to inform us of any changes related to your insurance will result in you becoming liable for payment.
- **Intermediate Insurance Company Referral (following an accident) / Solicitor Referrals / Case Managed Patients:** We require written evidence of the number of treatment sessions that have been authorised. We also require written confirmation, from your employer, intermediate insurance company or solicitor, that they accept our fees and will pay for them. Providing we have the appropriate information we will then invoice them directly. You will become liable for payment if your intermediate insurance company, employer or solicitor fails to pay us within 40 days of us submitting our invoice.

Treatment Consent

I consent today to receiving a course of Physiotherapy treatment. I may at any point decide to change this consent to be treated, however I will be liable for the costs incurred through booking and attending any appointments.

Personal Data Protection

None of your details will be passed onto a third party for marketing purposes. For those patients referred to us by a GP, Consultant or Insurance Company, we will only forward any appropriate reports to those that we are obliged to legally or where contracted.

Please contact us on the address or email below if you require access to your details or be remove your consent to our processing of your data. Under current legislation we will keep your records (due to their nature) for the statutory required length of time.

Full details of our privacy policy and other details concerning the use of personal data can be found on our website at www.thephysiocentre.co.uk/terms.