

Inkberrow Physiotherapy and Acupuncture Limited

Terms & Conditions

Below are the terms and conditions on which we, Inkberrow Physiotherapy and Acupuncture Limited, who trade as Revival Health and Wellbeing Centre, provide Physiotherapy, Acupuncture and Osteopathy and other associated services (the 'Services') as identified on our website www.revival-health.co.uk.

Inkberrow Physiotherapy and Acupuncture Limited, who trade as Revival Health and Wellbeing Centre, is a company registered in England and Wales. Our company registration number is 12818621 and our registered office is at C/O Ghd Finance Ltd Unit 14 Basepoint, Crab Apple Way, Vale Park, Evesham, England, WR11 1GP. Our trading address is Alexander House, High Street, Inkberrow WR7 4DT.. We have close affiliations to Revival Rehabilitation Gym Limited. We remain separate legal entities, but our businesses do work closely together and share an on-line presence, staff and premises

Initial Assessment

Your first appointment offers time for an assessment of your condition, a discussion with you on its management now and in the future and a structured way forward.

Please note that after the Initial Assessment has been carried out, we may decide that we cannot provide any Services if, for example, treatment for the condition may not be suitable or appropriate.

If treatment is deemed to be suitable then your first session of physiotherapy will be done at the same appointment unless more than one conditions are evaluated or the condition is deemed to be complex this will be discussed and pre-agreed with the patient.

Consent to treatment

Medical and therapeutic problems, procedures and treatments can be at times confusing for patients. Our Therapists will not begin any form of objective assessment, or indeed treatment unless you have given your consent.

This may be given verbally, or for some interventions, written consent will be required.

We will make every effort to help you fully **understand the** diagnosis, the recommended procedures and any treatment that **will be** involved. We welcome any queries on anything that you may be uncertain of, or if you simply require more information.

We also require that you make us aware of any factors that could affect your treatment or diagnosis. If necessary we can also send correspondence to your GP.

What to expect from your assessment

During your initial consultation your Therapist will ask you questions about your symptoms and will then ask to assess the problem area.

In order to properly assess you, your Therapist may need to see the affected area. For a lower limb condition it would be useful if you could bring a pair of shorts to change into, similarly for an upper limb condition bringing a vest top to change into would be useful.

For a lower back condition it would be useful to bring both shorts and a vest top so that the Therapist can see the whole of your spine and lower limb, or problems contributing to your symptoms may not be picked up.

If you feel uncomfortable about the examination, you can bring someone with you or ask us to arrange a chaperone to be present during the examination.

Please feel free to ask any questions that you may have at any time during your session, your Therapist will be more than happy to explain things to you.

After your assessment, your Therapist will discuss their findings with you and propose a treatment plan tailored specifically to your **own needs and** goals.

Sessions

If further appointments are agreed with you to be necessary, these will be made with you by telephone, in person or by e-mail.

Exercise Plan

We may set you a functional exercise programme to be completed between sessions. You are not obliged to complete these but, if you do not, then your progress in achieving your full potential may be slowed down.

Fees

Our fees for each session are available on our website and can be **provided upon request**, when you book your appointment. Please do ask for confirmation. You are personally liable to pay all of our fees and any surcharges incurred, such as any cancellation fees.

Payment

Self-paying patients are required to pay for their session in advance or on the day. Payment will be made by you to us at the end of each session, for that session. We accept payment in debit card, credit card, cash or at times by online direct bank transfer, but payment should be made within 24 hours of that session. At prime appointment times, new patients may be asked to pay a £30 non-refundable deposit this will be set against the cost of their first appointment. We can also provide you with a full receipt by email if you need to reclaim this charge from your insurer.

Late Payment

We request that all invoices to be settled immediately upon receipt. An administrative charge may be added to any further correspondence relating to the collection of the monies due. If subsequent overdue invoices or letters are not settled we will seek reimbursement via a debt recovery service. At this time, you will be personally responsible for any costs or charges incurred as a consequence of late payment.

Late cancellation or missed appointments

If you are late arriving at a session, the session will begin on your arrival and continue until the time when it is scheduled to end.

Reminder emails are sent as a courtesy to all our client's, however the onus is on yourself to keep a record of all your future appointments. If you have booked a session and you cancel between 48 hours' and 24 hours notice then you are liable to pay £30 late cancellation fee. If you cancel giving less than 24 hours notice or do not attend for the session, then you are liable to pay the full cost of that session. Please be aware that, in many cases, insurance companies will not pay our fees if you have not attended or cancelled with less than 48 hours' notice and as is the case above, if your insurance company will not pay, you will be liable for such payment. Appointments cancelled by email or telephone over weekends will be classed as cancelled at 9am Monday.

On occasions, we may have to cancel a scheduled session. This may occur, for example, if a staff member is sick. If we have to cancel a scheduled session, we will book you another appointment as soon as reasonably possible. No charge will be made to you for the session cancelled by us.

Medical Insurance and Payments

Inkberrow Physiotherapy and Acupuncture Limited, and our therapists, are registered providers with many major medical insurance companies. We are happy to accept you as a client if you are arranging to pay through a third party, such as private medical insurance.

We are prepared to invoice the insurance company directly on your behalf provided, that at the time of your appointment, you inform us:

- a) that you wish to use your health insurance to pay for your appointment
- b) the appropriate registration / membership number
- c) valid claim or authorisation number, where required, for the proposed treatment at the time of booking your appointment.
- d) The excess assigned to your policy.

If you do not make us aware of the above details you will personally be liable to pay the difference between our recovery rate from your medical insurance company and our standard rates (please refer to website).

It is important to note, that depending on your individual policy, your private medical insurance may not cover all of our fees; this could be the result of an excess payable in your policy, or that your policy may not cover certain treatments.

It is your responsibility to check with your insurance company whether you have to pay any excess and how much treatment they will pay for. Failure to seek this information and inform us at the time of booking, it is expected that you will cover the full balance.

If your insurance company does not cover the cost, it is expected that you will cover the full balance. Once your policy excess has been used up, your allowance has been exhausted or our claim has been rejected for whatever reason, any fees will be invoiced directly to you.

Referrals

When further treatment or imaging is required we may refer you onto a third party, whereby we will send a referral letter, after which the responsibility is on you to arrange an appointment with them,

Once under their care you will be bound by the terms and conditions of that third party and we undertake no liability with respect to that third party.

Room Rental

Inkberrow Physiotherapy and Acupuncture Limited rents room space to outside practitioners / associates. All appointments are made directly with the practitioner / associate. We are proud to facilitate access to these extended services but we bear no professional knowledge of such services nor any liability in relation to the services provided by the practitioner / associate. Please refer to the appropriate practitioner / associate terms and conditions.

Privacy Policy and Data Protection

We shall treat all personal and medical information supplied by you as confidential and gain your written consent to Treatment and Data processing under the General Data Protection Regulation (GDPR).

Personal information may include name, date of birth, address, email address, contact number, source of referral and may be collected in a number of ways, depending upon the situation:

- Over the telephone e.g. to confirm details of your personal information/ treatment status / referral source / appointment time and date etc.
- By email e.g. in response to an enquiry by you
- Through the website e.g. if you contact us via our “contact us” page with an enquiry
- On initial assessment when you complete Consent Forms with your therapist.
- At the point of referral from an external source e.g. through an insurance intermediary that may be referring you.
- Through an informal or formal complaint, where details are required in order to handle the complaint effectively and in accordance with the Complaints Policy and Procedure.

Your principal rights under data protection law are:

- (a) the right to access;
- (b) the right to rectification;
- (c) the right to erasure;
- (d) the right to restrict processing;
- (e) the right to object to processing;
- (f) the right to data portability;
- (g) the right to complain to a supervisory authority; and
- (h) the right to withdraw consent.

As a matter of good practice your therapist may send a discharge report to your general practitioner or consultant. We shall not disclose any information to any other third party without your written prior permission, except where required by law or where action might be necessary to protect you or someone else.

Please note if you are over 18 we are by law custodians of your medical records for 8 years post your last treatment and until you are 21 if under 18 these records cannot be destroyed

You have the right to confirmation as to whether or not we process your personal and medical data and, where we do, access to the personal and medical data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal and medical data concerned and the recipients of the personal and medical data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal and medical data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee.

Liability and Indemnity

Our liability to compensate you for any loss or damage (in the case of loss or damage other than death or personal injury) is limited to a reasonable amount (and not exceeding the amount you pay in total for the Services), having regard to such factors as whether the damage was due to a negligent act or omission by Inkberrow Physiotherapy and Acupuncture Limited. Nothing in these terms and conditions will limit our liability for death or personal injury caused by our negligence or the negligence of our employers, agents or subcontractors or fraud and fraudulent misrepresentation.

We shall not be liable to you, whether in contractor, tort (including negligence), breach of statutory duty, or otherwise, or for any loss of profit, or for any indirect or consequential loss arising under or in connection with the Services. Except as set out in these conditions, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the contract. This clause will survive the termination of the contract.

Early termination

In exceptional circumstances, such as illness or other commitments, inappropriate behaviour by you, refusal to be treated in a reasonable way, actual or potential conflict of interest, or other reasons, we may decide to terminate the Services early and or refuse or be unable to provide further sessions to you. In such circumstances, we shall give you reasonable notice of termination where practicable and will refund to you any advance payment made for sessions not yet provided.

Complaints

If you are unhappy with the services Inkberrow Physiotherapy and Acupuncture provides, we hope you will discuss any problems or issues with the therapist who treated you first. If that does not resolve matters to your satisfaction, the matter will be referred to our Practice Director who will handle the complaint as set out in our Complaints Policy. We will complete our investigation within 1 week of receiving the complaint. This agreement is governed and construed by English law and the parties submit to the jurisdiction of the courts of England and Wales.

Website Privacy Policy

We may collect the following information:

- name and contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons: Internal record keeping. We may use the information to improve our products and services. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. From time to time, we may also use your information to contact you for market research or medical studies purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following way:

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at: info@revival-health.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

We are recognised by all major private medical insurance companies and accept most major credit cards.