

Clinic Policy

Section One (No tolerance)

There is a zero tolerance of any form of abuse:

- 1.1 Electronical.
- 1.2 Verbal.
- 1.3 Physical.
- 1.4 Behaviour.

Section Two (Appointment)

- 2.1 Appointments cancelled or rescheduled by 2pm on the day before the original booked appointment via phone or text will not incur a charge.
- 2.2 Appointments scheduled for a Monday and cancelled or rescheduled on Sunday must be done via text message only to the clinic mobile number ending in 232 by 2pm. These will not incur a charge.
- 2.3 Any late cancellation, missed, or no-show appointments will be charged at 50% of the original price and automatically added to the patient's next appointment.
- 2.3 Text reminders will be sent the day before the scheduled appointment, helping remind patients of the appointment.
- 2.4 It is the patient's responsibility to attend booked appointments.
- 2.5 Cancellations must be made via phone or text. Cancellations made via email or social media will not be accepted.

Section Three (Payments/price)

- 3.1 Money owing/outstanding balance on patient accounts must be cleared at the next appointment.
- 3.2 There is no negotiation on price.
- 3.3 Any unused credit over 24 months will be removed from the patient's account and no longer be refundable or useable.

Section Four (Refuse care)

The clinic has the right to refuse treatment:

- 4.1 If the patient does not agree or break the clinic policy.
- 4.2 If the patient requests any change to the clinic policy.
- 4.3 If the patient does not sign clinic forms.
- 4.4 If a patient does not agree to a necessary updated new consultation / examination / verbal report.
- 4.5 If the patient is being fallacious, manipulative or dishonest.
- 4.6 If the patient exhibits scepticism toward clinic techniques.
- 4.7 If the patient has no personal desire to attend the appointment and is wasting clinic time and resources.
- 4.8 If staff feel threatened in any way.
- 4.9 If the practitioner feels uncomfortable with the patient.

Section Five (clinic rights)

The clinic has the right to:

- 5.1 Review, update, or amend the terms and conditions and clinic forms at any time.
- 5.2 Charge patients for a new consultation/examination/verbal report if they haven't attended an appointment at the clinic in the past three months.

Section Six (Clinic/practitioner responsibility)

It is the responsibility of the clinic/practitioner to:

- 6.1 Provide patient with truthful and honest care.
- 6.2 Display the updated version of the clinic policy within the clinic and on the website.
- 6.3 Update the patient's signature when clinic forms have been amended.
- 6.4 To request signing the consent form before treatment starts.
- 6.5 Obtain verbal consent for techniques used and shown on the patient notes with a symbol (C).
- 6.6 Email wellness plan options when booking for a reassessment appointment.
- 6.7 If the patient does not read the wellness plan, the practitioner will explain the wellness plan options and advise the patient to contact clinic with their decision.
- 6.8 To advise and not sell the wellness plan and/or treatment plan.
- 6.9 Place the patient automatically onto option 3 (call the clinic when required) if no decision is communicated within 3 months from the last appointment.
- 6.10 Recommend most suitable wellness option.
- 6.11 Book the patient for the next appointment at the end of the session unless the patient decides to call and book themselves.
- 6.12 es to call and book themselves.
- 6.13 Not to treat if practitioner concludes it is not safe or beneficial for the patient.
- 6.14 Provide aftercare advise.
- 6.15 Keep patients records for 8 years after the last appointment at the practice.
- 6.16 Permanently delete all records of patients who have not attended the clinic for 8 years.
- 6.17 Protect a patient's personal and clinical records and not to share records with other parties like healthcare providers and insurance without the patient's knowledge and consent.

Section Seven (Patient responsibility)

It is the responsibility of the patient to:

- 7.1 Follow the advice provided by the practitioner during care.
- 7.2 Follow the advice provided by practitioner at the reassessment.
- 7.3 Contact the clinic immediately if they have any reaction.
- 7.4 At the time of the first assessment, inform clinic of any other current treatments.
- 7.5 During the treatment plan, keep the clinic informed of any other care provided from other health professionals.
- 7.6 Provide the clinic with truthful and honest information at all times.
- 7.7 Read the wellness plan email and make a decision on which of the suggested options to follow.
- 7.8 Book and attend scheduled appointments.