

Logan Physiotherapy Terms & Conditions

Please read these Terms and Conditions carefully before using the services offered by Logan Physiotherapy.

Your access to and use of Treatment and Services at Logan Physiotherapy is conditioned on your acceptance of and compliance with these Terms and Conditions. These Terms apply to all clients and visitors. You

warrant that you are at least 18-years-old and you are legally capable of entering into binding contracts.

If you are under 18-years-old, you warrant that you have obtained consent from your parent or guardian, whom will be present during treatment, and they agree to be bound by these Terms on your behalf.

Any participation in this service will constitute acceptance of this agreement, in which you shall be subject to any posted guidelines or rules applicable to such service. If you do not agree to abide by the above, please do not use this service.

Privacy Policy:

Logan Physiotherapy will treat all confidential and health-related information submitted by you, customers or other visitors to the clinic or website, in accordance to the following:

- We may collect personal information when you voluntarily provide it to us, such as your name, address, telephone number and/or email address
- We may use your personal information:
 - To provide you with services and products you request or that requested by your healthcare provider;
 - To contact you about the products and services that we offer;
 - To answer questions regarding our services including payment methods, billing or use of our website;
 - To process or collect payments for our services.
- We will not disclose any personal information to any third party (excluding your treating or referring doctor/ specialist and insurers to whom we may provide such information, unless;
 - You have authorised us to do so; or
 - We are legally required to do so.

Disclaimer of Content:

Any source of information about our company, and the products and services provided to you through either email, website and/ or social media are intended for the use of healthcare consumers.

Healthcare consumers should exercise their own judgement when using our content, tools or databases. You should not, however, use information found on the website/ social media or email to replace a relationship with your healthcare provider and should not rely on that information as professional medical advice.

Always seek the advice and education from your treating healthcare provider concerning questions you may have regarding a medical condition before you start, stop or modify any treatment. Do not delay obtaining appropriate medical advice or disregard medical advice because of something you have or have not read on the website/ social media or email.

Intellectual Property Rights:

The website, email and / or social media and its original content, features, and functionality are owned by Logan Physiotherapy and are protected by international copyright, trademark and other intellectual property rights.

Payment Policy:

This clinic accepts clients on the following programs – Private-Health Fund- Medicare- Work Cover- CTP- Veteran Affairs-IHMS. A full description of the requirements for this clinic to accept clients on these systems are outlined on our website, Facebook page and on request at reception.

Logan Physiotherapy accepts payment methods in Cash and EFTPOS

Payment for all Treatment, Services and Goods is required at time of appointment, unless services are to be claimed through other programs as stated above.

Scheduling of Appointments:

- After your initial appointment your physiotherapist will develop an appropriate recommended action plan to address your needs. Our receptionist will schedule your recommended sessions as directed by the plan.

- As a courtesy reminder texts are usually sent the day before your appointment but it remains your sole responsibility to track and attend your appointment times.
- All clients are to honour Logan Physiotherapy's 2-hour Cancellation Policy.
- Should you need to cancel your appointment a minimum of 2 hours' notice is required or you will be billed for this service. This allows us to offer your appointment time to other patients in need. We understand that this may not always be possible and may make allowances from payment due, at our discretion.
- Every attempt is made to minimise the following, however on occasion it may be necessary:
 - For your appointment time to be moved to a different time. In this instance, you will be contacted.
 - For a different physiotherapist from your usual therapist to see you for your appointment.

General:

- Logan Physiotherapy assumes no responsibility for personal items lost or stolen in or on the clinic's grounds.
- All clients and visitors are to conduct themselves with appropriate behaviour and be respectful of other's privacy.
- Mobile phones are to remain on silent throughout your time in clinic.
- This clinic has a zero tolerance for aggressive behaviour and language.
- This clinic has the right to refuse treatment to any client or visitor that they see fit.

We reserve the right, at our sole discretion, to modify or replace these Terms and Conditions at any time.

It is your sole responsibility to periodically check these Terms for any changes. If you do not agree with any

of the changes to these Terms, it is your sole responsibility to stop using the Service.

YOUR CONTINUED USE OF THE SERVICE WILL BE DEEMED AS YOUR ACCEPTANCE THEREOF.

If you have any questions about these Terms and Conditions,

Please contact us at admin@artlogika.tk or by phone on [3200 8541](tel:32008541).

What to Expect at Logan Physiotherapy!!

Our Physiotherapists are trained to assess your condition and diagnose your problem. Your Physiotherapist will discuss your condition and options for treatment with you so that you are appropriately informed and can make decisions relating to treatment. Your treatment plan will consider your lifestyle, activities, and general health.

Physiotherapy is **NOT** massage therapy. Physiotherapists are university trained for a minimum of 4 years to achieve their Bachelor Degree. Physiotherapy Treatment may include many treatment options. We advise

not to have pre-conceptions regarding treatment, our physiotherapists are all professionally registered with the Australian Health Professionals Registration Board and as such have a duty of care and are obliged to assess and reassess you each time you attend and deliver the treatment and advice they deem appropriate

at the time.

Appointment time and duration is **NOT** indicative of sole treatment provided but the total amount of time allocated to you for the healthcare provider to:

- examine the condition subjectively and objectively; and
- to provide you with proper diagnosis and follow up treatment
- to provide you with your Recommended Action Plan(RAP), self-management advice, education about your condition and instruction in any home exercises prescribed
- to provide complete paperwork
- to liaise with case managers, doctors and other persons involved in your treatment

Recommended Action Plan:

Following the Initial assessment and treatment you will be given a Recommended Action Plan. The Recommended Action Plan is based on the history you have given us, your examination findings, theoretical knowledge of injury rehabilitation and our experience with many other cases like yours.

The Recommended Action Plan is developed specifically for you and is designed to identify milestones in

your recovery and ensure that the treatment is effective. It is an estimate to help us plan your recovery, but also to help you organise your life to attain maximum results. Your treatments will then be booked in

advance to ensure they fit your schedule.

You will be provided with a Re-Assessment date. For this appointment, it is ideal if you attend 5-10 minutes early, relax, maybe have a tea or coffee, and fill out the Re-Assessment Form.

Risks Related to Treatment:

As with all forms of treatment, there are risks and benefits. The physiotherapist will discuss any foreseeable risks with you prior to treatment, so you can make informed consent prior to treatment. It is normal to experience some pain following the assessment process and treatment. This is most likely to occur after the initial consultation for an injury. This may last 2-3 days but anything longer than this should be discussed with your Physiotherapist.

Logan Physiotherapy Guarantees:

- You will be seen at your scheduled appointment time. If our physiotherapists are running greater than 15 mins late you will receive your appointment for free

Questions of a Personal Nature and Physical Contact

Your Physiotherapist will ask personal questions relating to your problem. The more information you

provide, the more likely it is that the physiotherapist can provide effective treatment. It is your choice as to what information you choose to provide, if you feel uncomfortable with a question please let the physiotherapist know.