

Physio4Life Company Policies



Our goal is to deliver an exceptionally friendly, prompt and professional service, providing you with the best care. Please take time to read through our policies below and sign at the end.

Recovery:

Recovery and healing take time. Not everyone recovers at the same rate. If you do not feel that you are responding as well as expected during your care, please discuss it with your therapist. We want you to get the most from your care at Physio4Life and will endeavour to answer any questions as soon as possible.

Appointment

Scheduling:

Your therapist will outline the best recommended action plan for your injury. You will achieve optimal results when you keep to this schedule. Therefore, we advise that you schedule your appointments in advance.

Cancellation:

Missed appointments will set you back in your recovery, and disrespect our therapists' time. You must give a minimum of **24 hours' notice** before changing or cancelling any appointment or you will be charged a **cancellation fee** of 100% of the appointment cost. At the manager's discretion, a warning rather than a charge may be given for exceptional circumstances. This fee is not covered by third parties (insurers) and must be fully paid by the patient. Patients who repeatedly miss or reschedule appointments will regretfully be discharged, as you will not reach your health goals and we do not wish to waste your time.

Fees and Your

Account:

We take pre-payment for all appointments, notwithstanding exceptional circumstances. All our therapists are fully insured, and our physiotherapists and osteopaths are chartered and registered with the HCPC/GOsC. The practice is recognised by all major health insurance companies. We will need your insurance details prior to your appointment as they cannot be backdated. If you have private medical insurance, please speak to staff. Unpaid balances are due within 7 days from the date of your invoice/statement. Failure to make timely payments will result in Debt Collection Services being utilised to recover all outstanding amounts, resulting in an additional fee of £100 – this could affect your credit rating. Kindly contact our staff immediately should you encounter difficulties with making payment.

Complaints

Procedure:

If you feel dissatisfied with the therapy or consultation you received today, please let the administration team at reception know immediately after your appointment.

Alternatively, please contact us within 24 hours of the appointment. We take any complaint very seriously.

Minors and Chaperones:

If you are the parent or carer of a minor, aged 16 or under, you are welcome to attend all their sessions. If you do not wish to attend their sessions, we require you to sign a form, agreeing that our therapists can proceed without you. If you are an adult patient and would like a chaperone, we require you to sign a form agreeing that the chaperone can attend, and can view your medical history.

Block Deals:

Any prepaid blocks are valid for **6 months from the date of purchase**. No refunds can be given for unused credit after expiration. Blocks can be transferred to another patient, with your permission, but cannot be applied to another type of treatment.

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. You will both receive 15% off your next appointment, to be used within 30 days of receipt, with exclusions as stated on the email.

Discounts:

We offer a one-off discount to anyone who follows us on social media, leaves a Google review, or recommends a new patient. We have regular discounts for NHS and emergency service workers and military personnel. We also offer discounts to local sports clubs and local businesses. If you have a sports club or business not currently covered by us, please speak to staff to find out more, or fill out the 'Local Business Form'.

Confidentiality:

We keep all medical and personal information confidential and secure. We do not store card details. We will ask for your permission before sharing anything, such as post-consultation reports, with outside parties like your GP surgery. If you would like a copy of the information we hold on your profile, please ask staff or email us.

We send all patients important emails, including appointment confirmations.

Your therapist may also contact you about your treatment.

To receive marketing emails, including offers, please tick this box.

I have read and hereby agree to Physio4Life's policies.

Name: _____

Signed: _____

Date: ___/___/_____