

## Practice Policy

**Patient and Health Professional's Rights.** All patients have the right to see the physiotherapist of their choice, obtain a second opinion, refuse an intervention, provide feedback or make a complaint. Physiotherapists and other health professionals have the right to refuse to provide a service where there are reasonable and non-discriminatory reasons for doing so. Treatment will be discontinued if the patient behaves in a threatening or violent manner.

**Informed Consent.** Once you have given consent you may withdraw that consent at any time. Your condition and treatment options will be discussed so that you are appropriately informed and, together with your physiotherapist, can make decisions relating to your treatment. You are entitled to refuse any form of treatment and are encouraged to communicate any concerns with your physiotherapist. For a child under the age of 14, consent is provided by the child's parent or legal guardian. For a patient aged between 14 and 17, consent is provided by both the patient and the guardian. For a client with cognitive impairment, consent may be provided by the client's carer.

**Client Centred Care.** Custom Made Physio seeks to establish respectful partnerships with clients to promote a sense of mutual responsibility for achieving optimal health outcomes. Our physiotherapists will aim to develop and prioritise realistic goals that address out patient's problems, needs, expectations, potential for change and lifestyle modifications, in consultation with the patient.

**Culturally Appropriate Care.** Custom Made Physio commits to providing treatment to patients from a variety of background without prejudice.

**Mobile Phone Use.** Out of respect for others and to optimise your consultation please leave your mobile phone on silent or turn it off. Please do not answer your phone during your consult.

**Attire.** Generally loose-fitting clothing that allows for access and assessment of the relevant injury site is preferable. It is possible you may complete some exercise at the discretion of your physiotherapist. Please inform the physiotherapist if there may be any cultural considerations they need to be aware of or if you are uncomfortable at any stage.

**Financial Arrangements.** Private patient fees are due at the time of consult. HICAPS and EFTPOS facilities are available at reception for automatic health fund claiming. If you are unsure of the fees, please ask reception or your physiotherapist. Alternatively, these can be found on the website ([www.custommadephysio.com.au](http://www.custommadephysio.com.au)). DVA, Medicare, MACA or WorkCover accounts will be sent to the relevant institution. Please be aware there may be a gap on Medicare referrals, which is to be paid at the time of consult.

### Informed Consent

*I have been provided with, read and understood the practice policy form relating to consent for treatment. I offer my consent to receive treatment within the practice. I agree to this consent remaining valid until such a time as I withdraw my consent:*  Yes  No

Name:

Signature:

Date: