***PRACTICE INFORMATION***

**Practice Principal :** Andrea Miltiadou

**Senior Physiotherapists:** Andrea MiltiadouAlan Nye

**Physiotherapists:**  Meg Dougherty Margaret Johnson Kate Kingston

Liisa Airaksinen Nicolien Haafwee

**Exercise**

**Physiologists:** Claire Ward Alan Nye Meg Dougherty

Martina Smidt Margaret Johnson Phil Kelly

**Practice Hours (by appointment): Admin Staff:**

Monday to Friday: 8.30am – 5.30pm Practice Manager - Zoe Kennedy

Saturday & Sunday: closed Receptionists – Alison Dodd Jane Bonner

Kim Zietsch Elise De Lucia Services Available:

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| --- | --- | --- |
| * Musculoskeletal injuries | * Road Bike Set ups | * Exercise Physiology |
| * Home Visits | * Aged Care Facility Services | * One-on-one Training |
| * Manual Handling Training | * Workers’ Compensation Claims | * Group Training |
| * Third Party Insurance Claims | * Department of Veterans’ Affairs | * Cardiac Education |
| * Balance Class | * Sports Injuries | * Diabetes Education |
| * Neck & Back Pain | * Neurological rehabilitation | * Pre-employment Screening |
| * Women’s Health and continence | * Paediatric physiotherapy | * Running Assessments |
| * Hydrotherapy | * Acupuncture | * Computerised Gait Analysis |
| * Pilates | * Golf Assessments | * Yoga |

**Practice Accreditation:**

This practice is accredited by Quality in Practice Pty Ltd in complying to the current Australian Physiotherapy Standards for Physiotherapy Practices. This accreditation is your guarantee of our commitment to providing you with the highest quality of health care and access to best-practice physiotherapy.

### Appointments:

Please ring Yamba - 66458522 or Maclean - 66455800 for an appointment. Every effort will be made to accommodate your preferred time and preferred physiotherapist.

**Interpreter Services:**

If you, or a family member, require an interpreter service, we can organise this for you. Please let us know when you make the appointment.

**Home and Other Visits:**

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery.

### Reminder System:

You may be contacted with a reminder of your appointment. Please indicate to reception or client registration form if you do not wish to be contacted for appointment reminders.

### Fees and Billing Arrangements:

Fees are payable at the time of consultation by cash, cheque, Mastercard, Visa or HICAPS. The Australian Physiotherapy Association Physiotherapy Service Descriptors form the basis of our billing.

This practice is able to directly bill for Worker’s Compensation and Third Party Compensation Claims and for Department of Veterans’ Affairs Clients once the required information is provided to our reception staff. However, please note if the claim is denied then payment of accounts is the patient’s responsibility.

Initial consultation: $75 Standard consultation: $60

Long consultation: $90 Private home visit: $90

Copy of health records: $44

Please Note: Senior Physio fees are $5 more than the above fees.

Please see our reception staff for further information.

**Cancellation Fees:**

Please notify reception if you are unable to attend your next scheduled appointment as soon as you are able. If an appointment is cancelled with less than 24 hours’ notice, a cancellation fee of $20 may be charged.

### Telephone Access:

Physiotherapists in this practice may be contacted during normal practice hours. If the physiotherapist is with another patient, a message will be taken and the reception staff will advise you when it is likely that the physiotherapist will return your call.

**Electronic Access:**

Email contact with physiotherapists in this practice is available to patients. However, prior to commencing email contact, you must complete an Email Authorisation Form available from reception.

As health information may be exchanged when emailing your physiotherapists, email consultations are subject to privacy regulation. This practice takes reasonable steps to protect your health information during email consultations.

**Practice Newsletters:**

This practice may send you useful health information in our practice newsletter. Please indicate to reception or client registration form if you do not wish to receive our practice newsletter or other marketing information.

**Physiotherapy Care Outside Normal Opening Hours Arrangements:**

Unfortunately due to the size of this practice it is unable to provide after hours care.

Please contact your GP or local hospital emergency centre.

### Management of your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the *Australian Privacy Principles 2014* of the *Federal Privacy Act 1988*. Individuals will be able to access their personal information upon request. However, our practice may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

**Informed Consent:**

Physiotherapists in this practice will give you sufficient information to enable you to make informed decisions about your health care. This will include the relative benefits and any risks of a proposed treatment program. You are encouraged to ask questions to help your understanding. You have the right to refuse a proposed physiotherapy intervention as well as discuss alternatives to the proposed treatment. You are welcome to request a second opinion from another physiotherapist in this practice or outside this practice. Please ensure you have read and signed our informed consent form prior to treatment commencement.

### Feedback and Suggestions:

If you have feedback or suggestions for our practice, please feel free to talk to your physiotherapist, the receptionist or our practice manager. You may prefer to write to us or use our suggestion box.

If you have a problem we would like to hear about it. We take your concerns, suggestions and complaints seriously and these will be investigated by our Practice Principal.