



## Allied Health for Wellness

### Terms and Conditions of Service

#### Introduction

Thank you for scheduling an appointment with Allied Health for Wellness. This document provides important information about the services you will receive at Allied Health for Wellness, including our approach to treatment, our business practices, fees, and other information relating to confidentiality. Please take a few moments to read through these and if you have any questions, please do let us know. You will be required indicate your acceptance when completing our Client Intake Information Form.

#### Appointments and Fees

##### Professional Fees

There are standard fees for our services, most sessions are 50min sessions unless otherwise indicated for a specific or more complex service. You will be provided a quote at time of booking and are responsible for paying a deposit if applicable, with the remainder of the fee payable by direct deposit 2 business days prior to your appointment or by providing Stripe Payment Authority for us to securely store your credit card details so that payment can be processed electronically at commencement of your appointment, unless prior arrangements have been made. Payment must be made by direct deposit or credit/debit card, we are unable to accept cash unless by prior arrangement.

In addition to scheduled appointments the practice may charge an amount on a prorated basis for other professional services that you may require such as report writing, telephone conversations that last longer than 15 minutes, attendance at meetings or consultations which you have requested, or the time required to perform any other service which you may request of me. These costs will be discussed with you prior to provision of services.

#### Appointment Management & Cancellation Policy

##### Definitions

Cancellation is considered an appointment cancelled when notice of cancellation is given more than 2 business days prior to the appointment.

Late Cancellation is considered an appointment cancelled when notice of cancellation is given within business day of the scheduled appointment.

No-Show is considered an appointment that has not been cancelled and the client did not show up to the appointment.

- You must provide 2 business days notice prior to the scheduled appointment if you wish to cancel
- You will be charged 50% of the fee if cancelled within 1 business day of the appointment.
- You will be charged the full fee if you provide less than 24 hours notice or do not show for your appointment.
- In the event of a late cancellation, cancellation fees must be paid prior to the next scheduled appointment.

It is important to note that Third Party funders may not pay late cancellation or missed appointment fees. These are your responsibility even if your treatment is normally funded by a Third Party. All accounts payable remain the responsibility of the individual engaged in the service. Disputes of payment with third parties are your sole responsibility and you will remain responsible for settlement of unpaid fees.

If you are late for an appointment your session duration will be reduced. Please note you will need to pay the full amount in these circumstances, however your insurance rebate (if any) may be reduced.

If you provide us with a mobile number or email address a reminder message will be sent 3 days before your appointment. This is a courtesy reminder only. If for any reason you did not receive a reminder message and missed your appointment you will still need to pay the late missed appointment fee. If ever in doubt please feel free to telephone to confirm an appointment.

### **Coordination of Appointments and Information Exchange**

You acknowledge that your appointed practitioner with Allied Health for Wellness may provide services from multiple locations and therefore when you are referred by or attending one of those locations this may necessitate the exchange of personal information, such as name, date of birth, and contact details, to facilitate scheduling and communication of appointments. Your clinical information will otherwise remain confidential to Allied Health for Wellness and will not be shared without your explicit permission per your signed Consent to Release and Obtain information form.

Please note that rescheduling and cancellation of appointments is to be managed directly with Allied Health for Wellness per the above cancellation policy. Please ensure you contact our practice directly by email ([connect@ahwellness.com.au](mailto:connect@ahwellness.com.au)), phone (**0492 800 314**) or respond to our SMS appointment reminder within the required time frames.

## **Frequency of Appointments**

The number and frequency of appointments will be discussed with you by your practitioner. This will be based on their professional opinion once they have had an opportunity to understand your needs and goals. In many circumstances it can be difficult to predict a person's response to an intervention unless we are providing a fixed session service and therefore the number of sessions they may require. Your practitioner will discuss this with you prior to commencing your service.

## **Confidentiality, Privacy and Record Management**

### **Confidentiality and Privacy**

Your treatment with Allied Health for Wellness is confidential and private. This means we will not disclose the information you provide to us to third parties unless you consent for us to do so. It is important to note that there are limits to confidentiality in exceptional circumstances including when there is a risk to you or others, or if we are responding to a subpoena or warrant. Your practitioner will discuss this with you during your first appointment and answer any questions you might have.

You can find full information about our approach to confidentiality, and the limits to this in our Privacy Policy which can be provided upon request.

### **Health Record Management**

We will create and keep a Health Record for you which will record all relevant information relating to the treatment provided to you. We may also collect and store health information about you from third parties such as your doctor. Your health records are managed and protected in accordance with the applicable state and federal laws. Health records are legally required to be stored for a number of years following the conclusion of your treatment with us.

You are also able to request access to a copy of your Health Record. Please discuss this with your practitioner or our practice manager should you wish to do this at any time.

### **Disclaimer**

By indicating your agreement to the terms and conditions, you acknowledge that any letters or reports prepared by your practitioner are intended exclusively for clinical management purposes and are not suitable for use in legal proceedings. The information provided is sensitive, confidential, and should be interpreted in its proper context. It must not be altered or misconstrued. Written consent from the Author/Practitioner is required before sharing any reports or letters with third parties, other than the intended recipients.

## **Financial Consent**

By signing the authority, I agree and understand the terms of payment:

- I understand that my practitioner is entitled to set the professional fee as published on the website or booking form.
- I understand and accept that it is my responsibility to pay my practitioner the upfront professional fee as documented in the Terms and Conditions or website booking form and it is my responsibility to claim back any rebates I may be entitled to (where possible you can request that we do this on your behalf)
- I understand and agree to pay the deposit fee (if applicable) at the time of booking and understand that this amount will be deducted from the total amount which I am required to pay via direct deposit or debit/credit card PRIOR to the provision of the service to be provided.
- I understand and accept that this form will remain in force until at least 12 months post the date of signing or upon the conclusion of the service.
- I understand that I can ask questions and discuss concerns about the professional fees with my practitioner at any time.
- I understand that if I do not provide my practitioner with at least 2 business days notice of the cancellation of a scheduled service (booked appointment) then the practitioner reserves the right to charge a late cancellation fee up to the full cost of the service (including GST if applicable).
- I understand that, the practitioner may at their discretion increase the professional fee and that I will be informed of any fee change by the practice prior to the next scheduled appointment.

I have nominated one of the following payment methods:

### **Stripe Payment Authority**

By securely storing your credit card details we can process your payment and submit your claim for Medicare rebate (if applicable) immediately after your appointment.

- At the time of my booking I will be issued an invoice for services and may be required to pay a deposit.
- I have elected to authorise the financial data relating to my credit or debit card details to be stored on Allied health for Wellness' private and confidential practice management system which is integrated with Stripe.

- Stripe is a highly trusted payment processing platform that employs advanced security measures to protect your data. By authorising this, we can automatically process your payment and Medicare claim on the day of your appointment, saving you the need to wait at reception to settle the account. Stripe's robust encryption and compliance with industry security standards ensure your information remains protected at all times. You can view more details on their website via this link – [STRIPE](#)
- Only authorised and trained persons will be able to access my stored financial details for the purpose of processing agreed payments.
- The purpose of storing my credit or debit card details is for taking authorised payments for their services being provided to me by Allied Health for Wellness this includes any cancellation fees / deposits or full fees should I not cancel or notify Allied Health for Wellness of a cancellation within the required timeframes.
- I authorise Allied Health for Wellness to electronically debit my account and, if necessary, electronically credit my account to correct erroneous debits.

### **Advanced Direct Deposit**

- At the time of my booking I will be issued an invoice for services and may be required to pay a deposit.
- I agree to settle the balance of the account at least 2 business days prior to my appointment via direct deposit and will email a copy of the remittance to the practice via [connect@ahwellness.com.au](mailto:connect@ahwellness.com.au)

### **Nature of Services Provided and Emergencies**

#### **Nature of Services**

All practitioners are fully qualified and registered with their professional bodies. We use a combination of contemporary evidence-based treatments and assessments including Cognitive-Behaviour Therapy (CBT); Solution Focused Brief Therapy; Motivational Interviewing and Acceptance and Commitment Therapy (ACT). Prior to commencing treatment your practitioner will discuss their proposed treatment approach with you and ensure you understand the rationale for the approach, including any identified risks.

#### **Limitation to Services**

Allied Health for Wellness is a private provider of Allied Health services. Services are provided via prearranged, scheduled appointments. Practitioners have limited availability for contact outside of

schedule appointments. Practitioners may not have an opportunity to respond to you between session contact prior to your next appointment so this should not be relied upon for emergency matters. For emergency matters please contact the appropriate agencies using the details below.

Allied Health for Wellness practitioners will only provide services that are within their professional capabilities, competence and role as a allied health professional services. If treatment needs are identified that are outside of this scope your practitioner will endeavour to assist you identify alternative suitable providers.

### **In case of Emergency**

Allied Health for Wellness is not an emergency service. We are not able to respond to urgent or emergency matters and our communication channels (Phone, SMS, Fax, Email) are not monitored outside of standard business hours.

For urgent concerns relating the mental health or other emergencies please contact the appropriate emergency services:

Police, Fire, Ambulance (Emergency): 000

Mental Health Services (Intake): 1300 555 788 (Perth) or 1800 676 822 (Peel region) or 1800 552 002 (Country / Rurallink)

Lifeline Crisis Text Service: 0477 131 114

Lifeline: 13 11 14

Suicide call back service: 1300 659 467

### **Agreement & Consent**

By indicating your acceptance and signing you agree that you have read, understood and accept the information contained in the Terms and Conditions of Service. You may withdraw this consent at any time in the future however please note that some components are irrevocable; for example, we are legally required to keep a copy of your health record even if you withdraw consent and cease treatment.