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32 Hyde Lane, Kinver, South Staffordshire, DY7 6AF

Terms & Conditions:

1. Agreement:

This agreement is between (patient) and Kinver Physiotherapy Practice and is for the current episode of treatment only.

2. Standard Charges:

For my current charges please see the **cost** list tab on the Website.

3. Insurance company payments:

Kinver Physiotherapy Practice is a registered provider with many of the major medical insurance companies. I can invoice the insurance company direct on your behalf provided you give me the appropriate registration/membership number and claim or authorisation number where required at your **INITIAL ASSESSMENT**.

I am unable to invoice insurance companies retrospectively on your behalf.

Please note that you are responsible for payment where there is insufficient cover, an insurance company rejects a claim or an excess exists on your policy. Any excesses are payable at the beginning of a course of treatment.

This agreement is between yourself and Kinver Physiotherapy Practice and you are ultimately responsible for all invoiced payments.

4. Payment methods

Self-paying patients are required to pay for their session in advance or on the day. I can accept payment by cheque or cash. I also accept BACS and online payments (please use name and session date or invoice number as reference).

Cheques should be made payable to Jerome Guerin and any invoice number written on the reverse.

5. Non-attendance and cancellation:

If you do not attend an appointment or cancel your appointment within the 24 hours prior to the appointment time the full charge for the appointment will be levied unless exceptional circumstance apply. This includes appointments that are re-scheduled at short term notice and are at the discretion of practice. This cancellation charge also applies to sessions arranged under insurance cover.



6. Access to medical records:

Kinver Physiotherapy Practice agree to supply photocopies of records to you or a third party subject to receipt of the request in writing with your full signature. There will be an administration charge of £30.00 for this service. We are registered under the Data Protection Act.

7. Discharge reports:

As a matter of good practice your physiotherapist may send a discharge report to your general practitioner or consultant. Please inform your physiotherapist if you do not wish them to do this.

8. Complaints Procedure:

If you have a complaint please contact the office by telephone (01384 878645) or in writing to Jerome Guerin, Kinver Physiotherapy Practice, 32, Hyde Lane, Kinver, Stourbridge, DY7 6AF.

9. Late Payment:

I request all invoices to be settled immediately on receipt. An administrative charge may be added to any further correspondence relating to collection of the monies due. If subsequent overdue invoices or letters are not settled we will seek reimbursement via a debt recovery service.

Signed (Patient) **Date**

Print **Date**

Therapist signature **Date**

