

# **Nuffield Health Physiotherapy Remote Consultations**

## **Terms & Conditions – Self Pay**

### **Payment Terms & Conditions**

All patients (the individual receiving the service) will have card details collected to take payment up front or to cover any shortfall (for insured patients). Card details are not stored by Nuffield Health. They are stored by Barclaycard, who provide Nuffield Health with a non-sensitive payment token to allow us to take payments from that card if necessary to cover shortfall.

By accepting these Terms & Conditions the patient authorises Nuffield Health to charge their credit/debit card in respect of the following:

- Where an appointment is cancelled or change with less than 24 hours' notice or the patient fails to attend their appointment a £20 administration fee will be charged (to confirm for insurance cases this is paid by the patient not insurer)
- Self-financed charges incurred, including tests, procedures and equipment, for initial and subsequent appointments
- Policy excesses as outlined by the patient's insurer
- In the event where the patient's account should be paid for by a third party partnered with Nuffield Health, but they fail to settle the account due to inadequate cover, in full or in part

### **Treatment through insurers partnered with Nuffield Health**

The patient is responsible to check with their insurer that they have adequate cover before booking the appointment.

### **Treatment through insurers, employers and third parties not partnered with Nuffield Health**

If the patient's insurance company, employer or third party is not partnered with Nuffield Health then they are required to pay for their treatment in full and an invoice will be provided.

### **Self Pay**

If the patient is directly paying for treatment then card details will be collected at the time of booking and full payment will be taken on the day of treatment, and will be used for initial and subsequent appointments.

## **Cancellations**

### **The patient's rights to cancel and applicable refund**

1. Subject to rules below which impose a charge for any cancellation giving less than 24 hours' notice, the patient may cancel the appointment at any time within 7 days of making their booking.

(a) Most appointments carry a £20 charge if they are amended or cancelled within 24 hours of the scheduled appointment start time, or if the patient fails to attend their appointment.

(b) For bookings amended or cancelled more than 24 hours before the scheduled appointment start time, any charges for these bookings will be refunded within 5 working days.

2. When the patient books an appointment, payment will be taken from the nominated debit or credit card immediately. Any applicable refunds in regards to an appointment amendment or cancellation will be applied to the same nominated card.

3. Subject to the terms outlined, the patient has the right to cancel or reschedule their appointment and this can be done by contacting the booking line in advance of the appointment. The booking line is available in working hours 08:00 – 18:00 Monday to Friday, excluding bank holidays. Dedicated booking line contact number: 0345 045 4845.

4. If the patient cancels a booking by providing sufficient minimum notice and payment has been made in advance, Nuffield Health will refund these amounts to the patient.

### **Nuffield Health rights to cancel and applicable refund**

1. If Nuffield Health have to cancel the patient's appointment for any reason:

(a) We may have to cancel an appointment due to an event outside our control or the unavailability of the relevant Nuffield Health Professional. We will promptly contact the patient if this happens.

(b) If Nuffield Health have to cancel an appointment and the patient has made any payment in advance, we will refund these amounts to the patient.

(c) Where the patient has booked a course of appointments, and we have to cancel subsequent appointments, we will refund payments pro rate for those appointments which have been cancelled.

## **Privacy Statement**

**How is information shared regarding your treatment and how do Nuffield Health protect your data?**

Nuffield Health understands that your information is entrusted to us and we are committed to protecting and respecting their privacy. To this end Nuffield Health complies with data protection legislation and with clinical confidentiality guidelines. If you would like further detail regarding this then you can refer to Nuffield Health's Privacy Policy available at <https://www.nuffieldhealth.com/privacy>.

If clinically required, we may share information with your GP or another healthcare professional if onward referral is required. When treatment is being paid for by another party (for example an insurer) we are asked to share information with them with regards to your care with Nuffield Health. This includes information which may relate to complaints or adverse events.

If you would like to see further details with regards to how your data is used through the physiotherapy journey and your rights as data subjects this can be found as a link at the bottom of the Privacy Policy webpage or can go directly through this link <https://www.nuffieldhealth.com/your-datas-journey-through-nuffield-health-physiotherapy-services>.

**Am I entitled to see my physiotherapy records?**

You are entitled to request a copy of your clinical records. They are obtained by writing to the Physiotherapist or the Physiotherapy Manager who will commence the process. You will be contacted by a central Nuffield Health team who will organise this.

**Recording of Physiotherapy Triage Consultations**

Triage calls are recorded securely for training and conformity to contract purposes.

## **Informed consent for treatment**

Physiotherapists will not begin any form of objective assessment or indeed treatment unless you have given your consent. For both face to face and Remote Consultation this will be given verbally by yourself. Except for certain more invasive assessments or treatments completed face to face which will require written consent. It is essential that before saying 'yes' to commence the assessment that you feel fully informed about what you are agreeing to. It is the Physiotherapists responsibility to make sure that you understand all the treatment options but it is also your responsibility to let the Physiotherapist know if you have any reservations or unanswered questions about the proposed treatment.

If you are under 16 or a vulnerable adult the Physiotherapist will seek to ensure that you have capacity to consent to treatment and if not will seek consent from your parent, guardian or carer.

## **Physitrack Specific Terms & Conditions (Exercise prescription & *Remote consultations only*)**

Physitrack is a separate organisation to Nuffield Health, as such they have their own Terms & Conditions which can be reviewed at <https://www.physitrack.com/terms-of-service>.

## **Complaints**

### **How do I make a complaint?**

If you have any concerns regarding your Physiotherapist or treatment then you should raise this directly with the Physiotherapist if you feel comfortable. If this does not resolve the complaint or you feel uncomfortable doing this then you should refer to the following link for further information with regards to the complaint process.

<https://www.nuffieldhealth.com/contact-us/complaints-procedure>.