

TERMS & CONDITIONS for Theorem Health Ltd – June 2020

*(please detach /print & keep safe for reference)*

*FEES: We pride ourselves on providing cost-effective solutions to your physical problems. Our fee structure reflects the variability of the problems and the experience, knowledge, and cost for treating these. They are not based on time spent with you, but represent the value & costs of the solutions that we provide. The range of fees are explained in our New Patient Letter and our charges will be made up of assessment fees, treatment fees (including advice), and surcharge fees. Specific packages of care will be discussed separately when indicated. Any outstanding fees may be subject to additional charges. A full fee schedule is available upon request.*

*PRODUCTS: We keep in stock a vast range of products and are also able to provide prescription-only medication prescription drugs to assist us in dealing with your pain or physical problems. At any time, we may make use of any of these and/or you may be supplied with them for home use. If you want to know specific costs at any time, please ask the person providing your care. We will only use professional quality products that are indicated for your condition(s), but note that these may be available cheaper from other suppliers (eg online). You can refuse our products prior to use/supply. Lists of our product costs are available upon request.*

*MISSED APPOINTMENTS: Should you no longer require your appointment, please give us as much notice as possible. We have a booking system where you can alter / cage or cancel your appointment. We charge in full for appointments that are cancelled with less than 24 hours notice or where the patient has failed to attend. However, in certain circumstances, this fee may be waived or reduced, but that will be at the discretion of the care provider. You will be expected to respect any decision made regarding charges. A sincere apology and respect for our time and costs incurred is always appreciated.*

*YOUR DATA: Data is held on our password-protected computers/phones, in our lockable filing cabinets, and/or on cloud-based secure internet servers, including via practice management software. Your personal (medical) information will only be used to enable us to give you appropriate treatment and advice, including for communication with other health care providers. It will only be accessed by Theorem Health and associates. Your medical records will be held for a minimum period of 7 years following the final date of your treatment when they will be destroyed unless you instruct us to keep them longer. Your contact information will only be used for the purposes of contacting you if necessary. This may be to remind you of an appointment, to follow up treatment, or to re-arrange a scheduled appointment. With your permission (that can be changed at any time by yourself), we may use this information to send you relevant information, including marketing / promotional material. We will not sell or share your contact information with anyone else. A privacy notice is displayed on the website and can be obtained on request.*