

Terms & Conditions

Our Commitment to You

Underlying all our individually agreed treatment programs are evidence-based principles and practices of proven neuroscience, administered using industry endorsed service processes. As a team of inspired practitioners, we work together to develop, deliver and closely monitor your treatment and recovery plan.

We believe that our patients and clients are fundamentally equipped to reach their own well being goals. Our role is to both support and encourage you whilst under our care. At Move Well Health, you can expect a direct, honest and focused conversation about your wellness; a broad smile and most importantly the confidence to support your rewarding journey to sustained good health

1. Cancellations, Late and Missed Appointments

1.1 Our cancellation policy operates on a three strike system. Your first two cancellations fees will be waived. On your third late cancellation you will be billed the 100% Cancellation Fee.

3. Consent to Treatment

You hereby request and give consent to our practitioners to perform all necessary examinations, manipulations, therapy, rehabilitation and medical diagnostic procedures in accordance with their professional training and understanding of your injury. You understand that during your treatment, care may be rendered by different practitioners at Move Well Health.

You understand that you have an opportunity to discuss with your practitioner, the nature and purpose of your care before any treatment is rendered.

You acknowledge and accept the following:

3.1 The physical nature of Chiropractic care and Therapeutic Massage and related treatments.

3.2 You have the right to see the practitioner of your choice, refuse intervention or seek a further opinion and to provide feedback and make a complaint.

3.3 The adverse risks associated with treatment, including stiffness and soreness, soft tissue injury, neurological complications, cerebrovascular injuries, skin irritations, burns and other minor complications.

3.4 The probability of risk is lowered by screening procedures.

3.5 Other treatment options exist if the risk of Chiropractic care and Therapeutic Massage and related treatments is considered to be high, including medication, medical care, hospitalisation and surgery.

3.6 The risk of remaining untreated includes the formation of adhesions, scar tissue and other degenerative changes. These changes can further reduce skeletal mobility, and induce chronic pain cycles. It is quite probable that delay of treatment will complicate the condition and make future rehabilitation more difficult.

3.7 Most clients receive our services without the need of a medical or other referral. However, in the event a referral from another practitioner has been given, it is highly recommended that such a referral is provided to the treating practitioner to assist in the continuity of care and

our delivery of the most appropriate treatment for the patient or client.

4. Consent to Obtain and Release Information

4.1 To expedite the management of your injury or injury claim, you accept it may be necessary to communicate the details of your medical condition with treating practitioners, rehabilitation consultants, case managers and employers.

4.2 By signing these Terms and Conditions you give permission for representatives of Move Well Health to exchange such information regarding injuries sustained and any significant past medical history, with those people deemed necessary by Move Well Health.

5. Accounts and Billing

5.1 Please refer to our most recent schedule of fees for an outline of the services we offer and their associated prices.
5.2 It is expected that all fees are paid in full at the time of consultation.

5.3 We accept cash, EFTPOS, credit cards and offer electronic health rebates (via HICAPS) for your convenience. However, in the event of electronic network failure, full payment is still required on the day of consultation.

5.4 An administration fee will apply for every occasion a consultation fee is not paid on the day.

5.5 Health Insurance rebates (electronic or otherwise) can only be claimed after the service has been received. In the instance of purchasing treatment packages, rebates will only be available once the treatment package has been completed.

5.6 There is no refund available on the purchase of any personal or healthcare items if you change your mind. If the item has a major problem we can either refund or exchange the item for you. If the problem is not major, we will repair it for you within a reasonable timeframe. Please keep your proof of purchase.

5.7 Those who feel they cannot comply with our very strict billing methods, or wish to be given special consideration, please feel welcome to put your request in writing and address it to the Practice Director.

5.8 Please understand that our strict billing methods allow equality of service to all clients, and serve to raise the already high standard of care we can offer you.

5.9 Our intention is not to exclude anyone from being able to access our services. We have never denied anyone the benefits of care because of their inability to pay our published fees. If financial hardship requires individual consideration, please put your request in writing to the Practice Director.

6. Privacy Policy Summary Statement

6.1 This practice is committed to protecting your privacy and this information is generally only disclosed to other members of your medical team where necessary.

6.2 The personal and health information you provide during your consultation and subsequent treatment will be collected for the primary purpose of providing high quality health care.

6.3 Where required by law or if necessary for debt collection reasons, your personal information will be disclosed.

6.4 Move Well Health use SMS and/or email communication to keep you up to date with the status of your appointment.

6.5 From time to time we may send you information regarding happenings at your local practice via a number of possible ways including: post, email, telephone call or SMS. Reasons we may contact you include:

- To administer accounts and process payments.
- To communicate with you regarding any issues affecting your treatment.
- Provide information on services and benefits available to Clients.
- To notify patients and clients of promotions and events.
- For research purposes, case conferences, in study groups and at seminars (please note in these instances, all personal information will be de-identified).
- Appointment Reminders.
- Appointment Follow Ups.
- Marketing and promotional material about new products, services or special offers.
- Periodic Newsletters.
- Practice Updates.
- To provide you with information about the current and future benefits of being a Move Well Health patient or client.
- Market research or surveys to improve our products and services.

6.6 Should you wish not to receive such communications or our convenient SMS appointment reminders please advise the administration staff at your Move Well Health practice or alternatively follow the 'unsubscribe' instructions provided in the communication.

6.7 You may gain access to information held about you by this Practice by putting your request in writing. Please attention all such correspondence to the "Practice Director". Please note a fee may apply.

6.8 Your acceptance of these Terms and Conditions is considered consent to receive such communications as outlined above however you may opt out at any time.

Phone: 03 9686 2929

Fax: 03 9923 6951

Email: info@move-well.com.au

Please note that Move Well Health may change this policy from time to time by updating this page. Please check this page regularly to ensure that you are comfortable with any changes.

This Policy is effective from 1st June 2015

7. Exclusion of Liability

7.1 The Practice Director and employees of this Practice shall not be liable for, nor shall they accept any responsibility for any injury, loss or damage howsoever sustained by any person or persons arising out of any of the treatments or procedures delivered in this Practice or in any way whatsoever which does not arise from any negligent act or omission of the Practice Director and employees.

If you have any queries about these Terms and Conditions, please contact:

Move Well Health

Attention: Practice Director

Address: 159 Mills Street, Albert Park, Victoria 3206.