

Terms and Conditions

Consent to treatment

Our Physiotherapists will not begin any form of objective assessment, or indeed treatment unless you have given your consent. This may be given verbally, or for some interventions such as injections, written consent will be required. Should you not be able to give informed consent due to a medical condition we will seek consent from your designated advocate or power of attorney.

We make every effort to help you to fully understand our diagnosis, the recommended procedures and any treatment that may be involved. We welcome any queries on anything that you may be uncertain of, or if you simply require more information. We also require that you make us aware of any factors that could affect your treatment or diagnosis. If necessary, we may also send correspondence to your GP or other health professional, however we will discuss this with you prior to sending any information.

What to expect from your Physiotherapy assessment

During your initial consultation your Physiotherapist will ask you some questions about your symptoms, medical history, medication and lifestyle in order to gain a full picture of the problem and contributing factors.

In order to properly assess you (depending on the condition), your Physiotherapist may need to see the affected area, they will discuss this with you at the time and may ask you to change into shorts or a vest top. Should you not be comfortable with this please inform your treating therapist. Should you have a preference of male or female therapist we will endeavour to accommodate this, however there may be an additional wait for a specific therapist.

If you feel uncomfortable about the assessment, you can bring someone with you or ask us to arrange a chaperone to be present during the examination. Please feel free to ask any questions that you may have at any time during your session, your Physiotherapist will be more than happy to explain things to you.

After your assessment, your Physiotherapist will discuss their findings with you and propose a treatment plan tailored specifically to your own goals.

Exercise groups:

Foundations Physio run a variety of exercise classes in community halls and residential homes. Prior to attending these classes a member of the team will have discussed any issues you may have regarding safety to exercise or completed an initial assessment. Due to the nature of exercise classes we are unable to provide one to one support for the majority of the session, as a result you should not undertake exercises you feel are outside of your abilities and inform the therapist if you feel an exercise is too challenging. Clients are advised not to undertake any physical activities without first seeking medical advice if they have any concerns over their physical condition. Clients are responsible for informing the treating therapist of any change to their health that may impact their ability to participate. Please ensure you bring water and appropriate footwear to the classes.



Your safety is of paramount importance to us and as a result we will staff the classes in accordance with our risk assessment to ensure a safe ratio of participants to therapists. You are welcome to bring a family member/friend to support you during the class at no extra cost should it be required. They will be required to fill in a medical screening form prior to attendance.

Ultimately we are unable to eliminate all risk in these classes and by attending you are accepting these risks and responsibility for your own safety during the group.

Medical Insurance and Payments

We will invoice the relevant insurance provider for the cost of your treatment; however, you are still liable for the payment of our fees in full. To enable us to do this we would need you to provide us with your insurance membership details, policy number and a valid-pre-authorisation code for the proposed treatment.

It is important to note that, depending on your individual policy, your private medical insurance may not cover all of our fees; this could be the result of an excess payable on your policy, or that your policy may not cover certain treatments. If your insurance company does not cover the cost, it is expected that you will cover the full balance. Once we are notified of an excess payment that's due on your policy, your allowance has been exhausted or our claim has been rejected for whatever reason, any fees will be invoiced directly to you.

Direct Payments

When you are required to pay the full cost of your treatment, we will send you an invoice which will have both BACS payment details and details of where to post a cheque. Our therapy team will not take payment on the day of the visit, it must be paid via BACS or by a cheque in the post. We can also provide you with a full receipt by email if you need to reclaim this charge from your insurer.

Late Payment

Any on-going treatment may be suspended or cancelled if our fees and expense are not paid in full when due. In the unfortunate event that we need to enforce payment from you, you will be liable for all the incurred costs. Our payments terms are two weeks after the date of the invoice, this is at our discretion and all reasonable adjustments will be made for extenuating circumstances on a case by case basis.

Cancellation Policy

To cancel or reschedule an appointment without incurring a charge, we require at least 24 hours' notice. Appointments being cancelled or rescheduled within 24 hours of the appointment time will be liable to a late cancellation charge. The charge will be the full fee of the appointment being cancelled or rescheduled and will be charged at our self-funding rates. Should we arrive to treat you and you decline the session you will be liable for the full cost of the session.



Referrals

When further treatment or imaging is required we may refer you onto a third party, whereby we will send a referral letter, after which the responsibility is on you to arrange an appointment with them. Once under their care you will be bound by the terms and conditions of that third party and we undertake no liability with respect to that third party.

Disclaimer

The information contained on this website is intended for general information purposes only and to inform the reader of Foundations Physio services. Whilst Foundations Physio has made all reasonable efforts to ensure that the contents of the website are accurate in all material respects, it is not intended to be comprehensive or to constitute professional medical advice. Users should contact Foundations Physio directly for advice concerning specific matters. Foundations Physio accepts no responsibility for loss which may arise from accessing or reliance on information contained on this website. Parts of the website may link to external internet sites and therefore Foundations Physio is not responsible for the content of any external internet sites.

Complaints procedure:

Should you have a complaint about the treatment or any other aspect of the care received at Foundations Physio please email adam@foundationsphysio.com and we will endeavour to respond within 5 working days.